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Epson AcuLaser C2900 Series

User's Guide

NPD4436-00 EN

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Preface

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About License

RSA BSAFE

RSA BSAFE software, produced by RSA Security Inc., has been installed on this printer.

DES

This product includes software developed by Eric Young.

(eay@mincom.oz.au)

AES

Copyright© 2003, Dr BrianGladman, Worcester, UK. All rights reserved. This product uses published AES software provided by Dr Brian Gladmanunder BSD licensing terms.

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ICC Profile (Little cms)

LittlecmsCopyright© 1998-2004 Marti Maria

JPEG

Our printer software uses some of the codes defined by the Independent JPEG Group.

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Using This Guide

Conventions

1. In this guide, personal computers and workstations are collectively called "computers".

2. The following terms are used throughout this guide:

   Important:
   Important information that must be read and followed.

   Note:
   Additional information that merits emphasis.

   See Also:
   References within this guide.

Product Features

Features

This section describes the product features and indicates their links.

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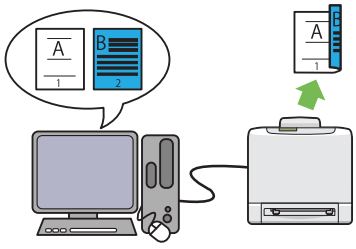
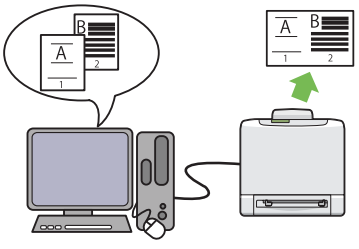
2 Sided Print (Duplex Print)



2 Sided Print is to print two or more pages on the front and back side of a single sheet of paper. This feature allows you to reduce the paper consumption.

For more information, see "Duplex Printing" on page 87.

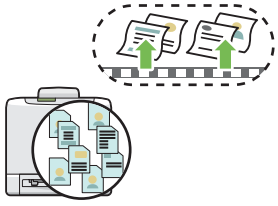
Multiple-Up Print



Multiple-Up enables you to print multiple pages on a single sheet of paper. This feature allows you to reduce the paper consumption.

For more information, see the print driver's help.

Using the Stored Print Function (Stored Print)



The Stored Print feature allows you to temporarily store your print data in the printer memory and output it later. You can effectively manage your time when you print confidential data or large-volume data at off-peak hours.

For more information, see "Using the Stored Print Function" on page 84.

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Chapter 1

Specifications

Specifications

Items	Description
Type	Console
Printing method	Laser Xerography **Important:** Laser + electrophotographic system
Fusing system	Thermal fusing system
Continuous print speed*1	A4 plain paper Color 1 Sided*2: 23 sheets/min; 2 Sided*3: 16 pages/min Monochrome 1 Sided: 23 sheets/min; 2 Sided: 16 pages/min **Important:** *1 Print speed may decrease due to factors such as paper type, paper size, and printing conditions. *2 When continuously printing a single document of A4 ▭. *3 A4 ▭ continuous printing
Resolution	Output Resolution: 600 × 600 dpi
Tone/Color	256 tones/color (16.7 million colors)
Paper Size	A4, B5, A5, Legal (8.5 × 14"), Folio (8.5 × 13"), Letter (8.5 × 11"), Executive, Com-10, Monarch, DL, C5, Custom Paper (Width: 76.2 – 215.9 mm, Length: 127 – 355.6 mm) Image loss: 4.1 mm from the top, bottom, left, and right edges

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Items	Description
Paper Type	Plain Paper, Card Stock (Thin/Thick), Envelope, Labels (Normal/Thick), Letterhead, Glossy Paper (Normal/Thick), Pre-Punched, Colored Paper, Special **Important:** ❏ Use only the recommended paper. Using paper other than that recommended for the printer can cause printing problems. Do not use special ink jet paper. ❏ Note that poor printing quality due to paper-related printing problems can occur when using the printer in an environment that is dry, cold, or very humid. ❏ Printing over the printed side or on the reverse side of paper that already has been printed on can result in poor print quality. ❏ When printing on envelopes, use envelopes that do not have adhesive applied. ❏ The type of paper being used and environmental conditions can affect printing quality. Because of this, it is recommended that you test print and confirm proper print quality before using the printer.
Paper capacity	Standard: Standard 250-sheet tray: 250 sheets Optional 250-sheet paper cassette unit: 250 sheets SSF: 1 sheet
Output tray capacity	Standard: approximately 150 sheets (face down)
2-sided Printing Feature	Standard
Memory capacity	Standard: 256 MB (Onboard) Maximum: 768 MB (Onboard256 MB + DIMM512 MB) **Important:** The above memory capacity does not guarantee print quality depending on the type and content of print data.
Hard disk	—
Fonts	Build-in fonts PCL5 and PCL6 fonts: 81 fonts and 36 symbol sets PostScript 3: 136 fonts
Page Description Language	PCL 5e, PCL 5c, PCL 6, PostScript 3

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Items	Description
Supported OS	Standard: PCL6 and PostScript drivers Microsoft® Windows® XP, Microsoft® Windows Server® 2003, Microsoft® Windows Server® 2008, Microsoft® Windows Vista®, Microsoft® Windows® 7, Microsoft® Windows® XP x64, Microsoft® Windows Server® 2003 x64, Microsoft® Windows Server® 2008 x64, Microsoft® Windows Vista® x64, Microsoft® Windows Server® 2008 R2 x64, Microsoft® Windows® 7 x64, Mac OS® X 10.4 – 10.6, Red Hat Enterprise Linux 4 WS/5 Client (x86), SUSE Linux Enterprise Desktop 10/11 (x86) **Important:** For information about the latest supported OS, contact our Customer Support Center.
Interface	Standard: Ethernet (1000BASE-TX/100BASE-TX/10BASE-T), USB 2.0
Supported protocol	TCP/IP (LPD, Port9100, WSD, HTTP, SMTP, RARP, AutoIP, WINS, DDNS, IPP, SMB), SNMP, DHCP, BOOTP, Bonjour (mDNS)
Power	AC 110 - 127 V ± 10%; 10 A or less; both 50/60 Hz ± 3% AC 220 - 240 V ± 10%; 5 A or less; both 50/60 Hz ± 3%
Power consumption	Maximum: 1100 W, During the Sleep mode: 8 W or less Average: During standby: 60 W, During continuous color printing: 365 W, During continuous monochrome printing: 365 W **Important:** Sleep Mode: 8 W average (The printer does not use electricity when the power is switched off even with the power cord is plugged in.)
Dimensions (main unit only)	400 (W) x 406 (D) x 457 (H) mm

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Items	Description
Weight	Main Unit: 18.4 kg (main unit only, including consumables)
Usage Environment	During Use: Temperature: 10 - 32 ˚C; Humidity: 10 - 85% (except malfunctions due to dew condensation) Non-Use: Temperature: -20 - 40 ˚C; Humidity: 5 - 85% (except malfunctions due to dew condensation) **Important:** Until the conditions (temperature and humidity) inside the printer become acclimated to the installation environment, certain qualities of the paper can cause poor printing.

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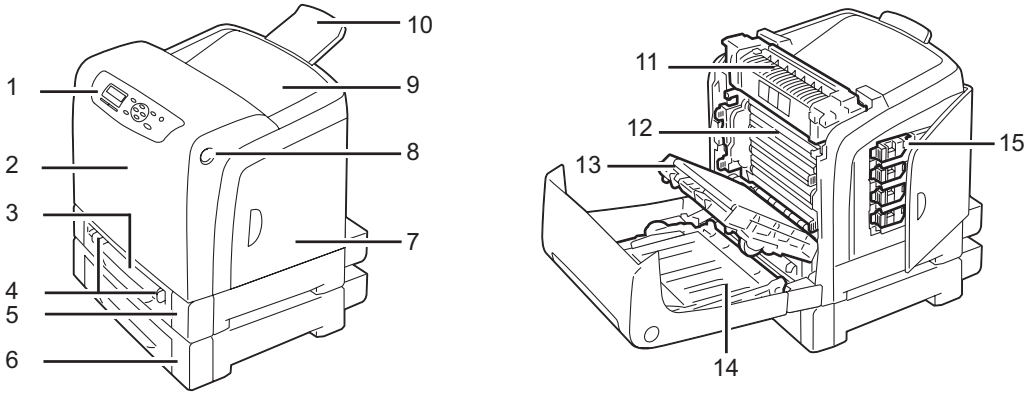
Chapter 2

Basic Operation

Main Components

This section provides an overview of your Epson AcuLaser C2900 Series.

Front View



1	Operator Panel	2	Front Cover
3	Single Sheet Feeder (SSF)	4	Width Guides
5	Standard 250-Sheet Tray	6	Optional 250-Sheet Paper Cassette Unit
7	Side Cover	8	Side Button
9	Output Tray	10	Output Tray Extension
11	Fuser Unit	12	Drum Cartridge
13	Belt Unit	14	Optional Duplex Unit
15	Toner Cartridge		

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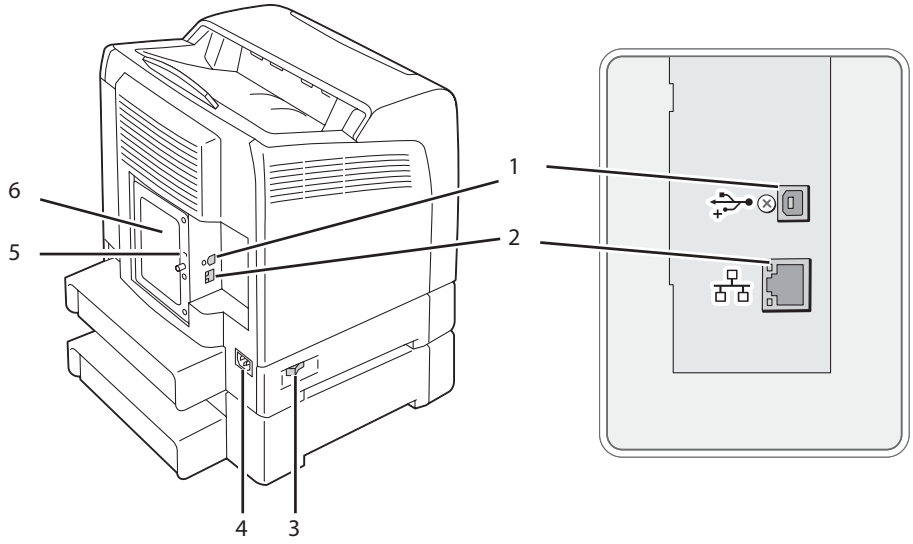
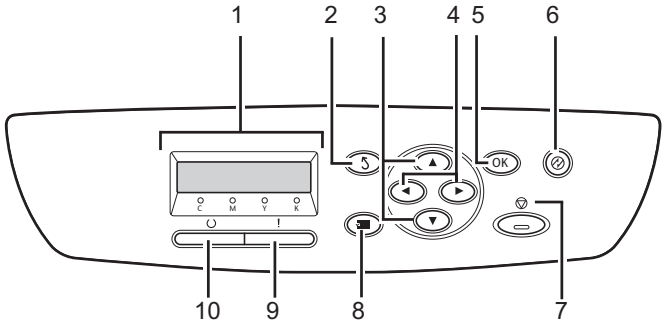
Rear View



1	USB Port	2	Ethernet Port
3	Power Switch	4	Power Connector
5	Security Slot	6	Control Board Cover

Operator Panel

The operator panel has a liquid crystal display (LCD) and buttons.



1. LCD Panel

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❏ Displays various settings, instructions, and error messages.

2. (**Back**) button

❏ Switches to the Print mode from the top menu of the Menu mode.

❏ Returns to the upper hierarchy of the menu from the submenu of the Menu mode.

3. ▲ ▼ buttons

❏ Scrolls through menus or items in the Menu mode. To enter numbers or passwords, press these buttons.

4. ◀ ▶ buttons

❏ Selects submenus or setting values in the Menu mode.

5. OK button

❏ Displays the selected menu or item and determines the selected value in the Menu mode.

6. (**Energy Saver**) button

❏ Lights up in the Sleep mode. Press this button to exit the Sleep mode.

7. (**Cancel Job**) button

❏ Cancels the current print job.

8. (**Menu**) button

❏ Moves to the top menu.

9. ! (**Error**) LED

❏ Lights up when the printer has an error.

10. (**Ready**) LED

❏ Lights up when the printer is ready.

Securing the Printer

To protect your printer from theft, you can use the optional Kensington lock.

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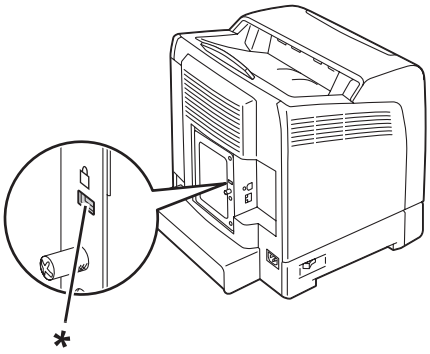
Attach the Kensington lock to the security slot on your printer.

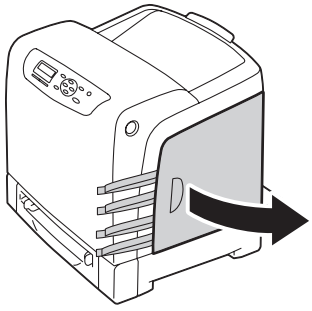


* Security slot

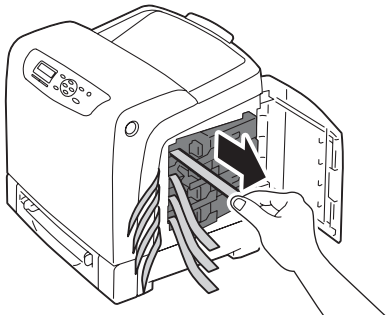
For details, see the operating instructions supplied with the Kensington lock.

Preparing Printer Hardware

1. Open the side cover.



2. Completely pull out the eight yellow ribbons.



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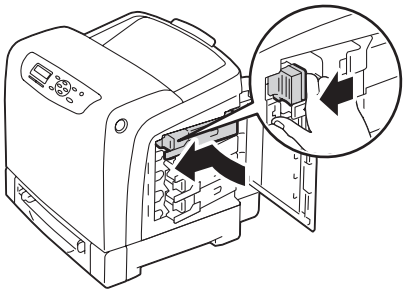
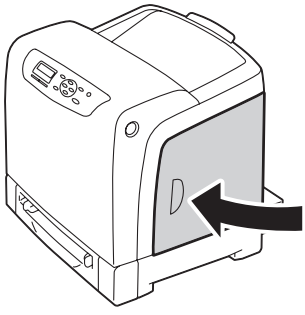
3. Push and slide the latches of the four toner cartridges to the locked position.



4. Close the side cover.



Installing Optional Accessories

You can make the printer more functional by installing the optional accessories. This section describes how to install the printer's options such as the additional memory module, optional duplex unit and optional 250-sheet paper cassette unit.

Installing the Additional Memory Module

Note:
Your printer supports additional 512 MB memory module.

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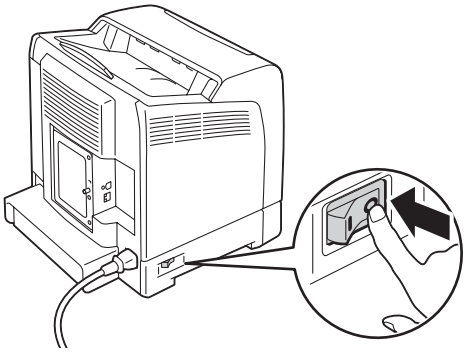
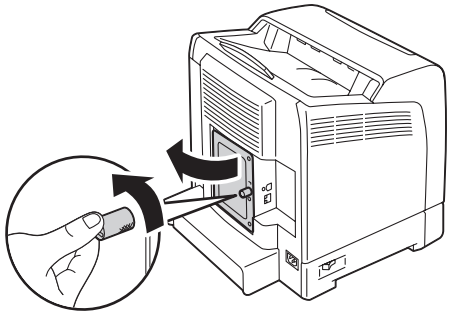
1. Turn off the printer.

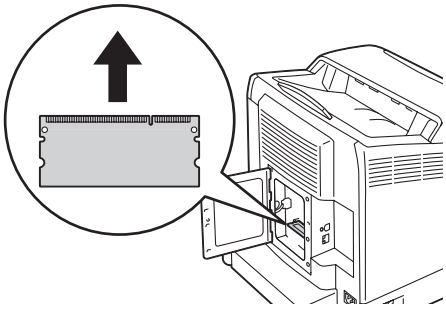


2. Turn the screw on the control board cover counterclockwise, and open the cover.

   Note:
   Loosen the screw. You do not need to remove the screw.



3. Align the connector of the memory module with the slot and insert the memory module into the slot.



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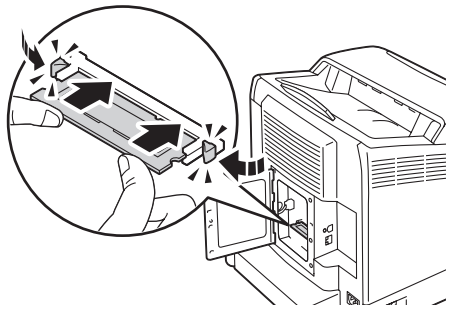
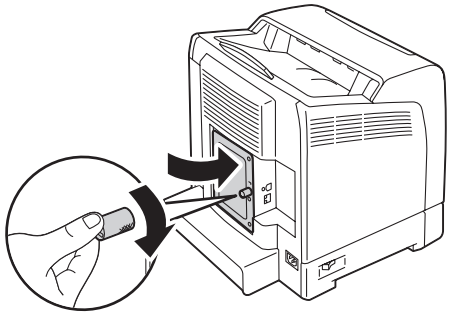
4. Push the memory module firmly into the slot.



Note:
Ensure that the memory module is firmly fixed in the slot and does not move easily.

5. Close the control board cover, and turn the screw clockwise.



6. Turn on the printer.

7. Print the Printer Settings page to confirm that the newly installed memory module is detected by the printer.

   a Press the ☰ (**Menu**) button.

   b Select `Report/List`, and then press the OK button.

   c Select `Printer Settings`, and then press the OK button.

   The Printer Settings page is printed.

8. Confirm the amount of **Memory Capacity** listed under **General** in the Printer Settings page.

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If the memory capacity has not increased, turn off the printer, unplug the power cord, and re-install the memory module.

9. If you installed the additional memory module after installing the print driver, update your driver by following the instructions for the operating system you are using. If the printer is on a network, update the driver for each client.

Updating Your Driver to Detect Additional Memory Module

The following procedure uses Microsoft® Windows® and the PCL 6 driver as an example.

Microsoft® Windows® 7/ Windows 7 x64/ Windows Server® 2008 R2 x64	1. Click **Start** — **Devices and Printers**. 2. Right-click the printer icon of the Epson AcuLaser C2900 Series and select **Printer properties**. 3. Click the **Options** tab, and then click **Get Information from Printer**. 4. Click **Apply**, and then click **OK**. 5. Close the **Devices and Printers** folder.
Windows Vista®/ Windows Vista x64	1. Click **Start** — **Control Panel** — **Hardware and Sound** — **Printers**. 2. Right-click the printer icon of the Epson AcuLaser C2900 Series and select **Properties**. 3. Click the **Options** tab, and then click **Get Information from Printer**. 4. Click **Apply**, and then click **OK**. 5. Close the **Printers** folder.
Windows Server 2008/ Windows Server 2008 x64	1. Click **Start** — **Control Panel** — **Printers**. 2. Right-click the printer icon of the Epson AcuLaser C2900 Series and select **Properties**. 3. Click the **Options** tab, and then click **Get Information from Printer**. 4. Click **Apply**, and then click **OK**. 5. Close the **Printers** folder.
Windows XP/ Windows XP x64/ Windows Server 2003/ Windows Server 2003 x64	1. Click **Start** (**start** for Windows XP) — **Printers and Faxes**. 2. Right-click the printer icon of the Epson AcuLaser C2900 Series and select **Properties**. 3. Click the **Options** tab, and then click **Get Information from Printer**. 4. Click **Apply**, and then click **OK**. 5. Close the **Printers and Faxes** folder.

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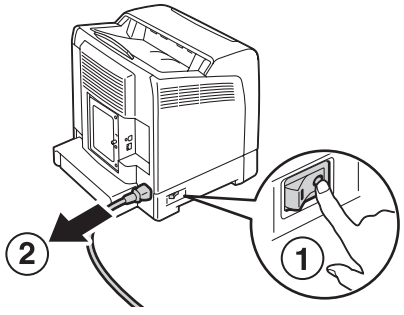
If the printer information is not updated automatically after clicking **Get Information from Printer**, follow these steps:

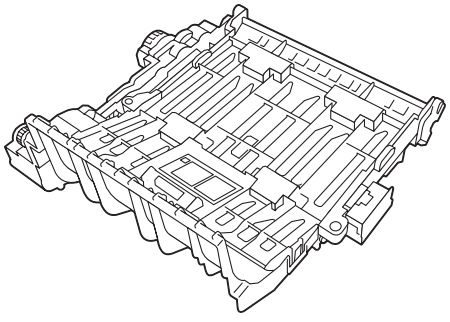
1. Click the **Options** tab, and then select **Memory Capacity** in **Items**.
2. Select the total amount of the installed printer memory in **Memory Capacity**.
3. Click **Apply**, and then click **OK**.
4. Close the **Printers and Faxes** (, **Printers**, or **Devices and Printers**) folder.

Installing the Optional Duplex Unit

1. Turn off the printer and disconnect the power cord.



2. Unpack the optional duplex unit.



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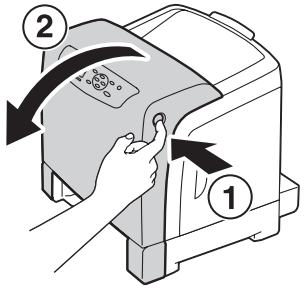
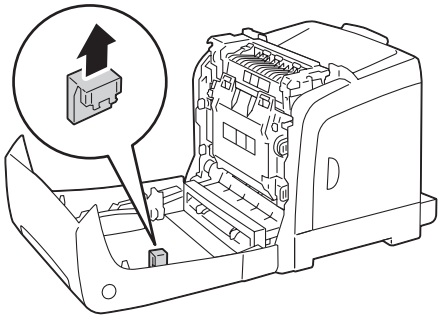
3. Push the side button to open the front cover.

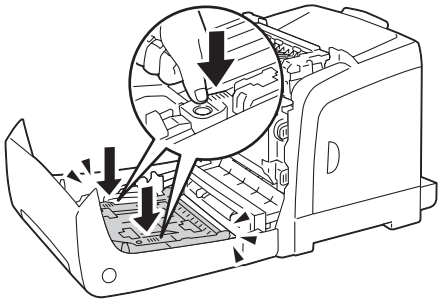


4. Remove the connector cap.



Important:
Make sure to remove the cap that is attached to the printer. Installing the optional duplex unit without removing the cap may result in damage or malfunction of the printer.

5. Face the connectors of the optional duplex unit over the slots and push the optional duplex unit into them.



Note:
Make sure the optional duplex unit is securely installed in the printer and cannot be easily moved.

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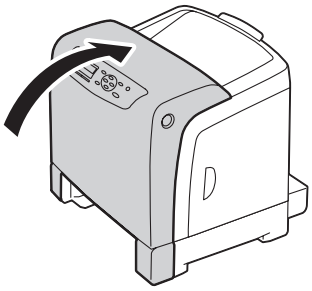
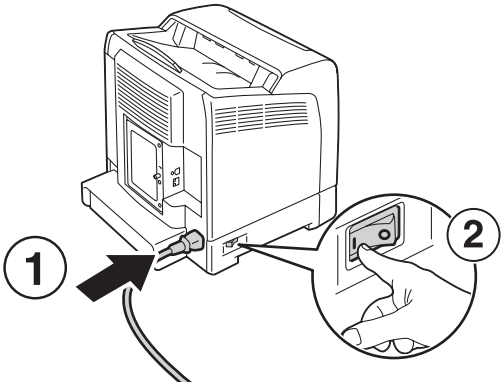
6. Close the front cover.



7. Reconnect the power cord to the power connector and turn on the printer.



8. If you installed the optional duplex unit after installing the print driver, update your driver by following the instructions for each operating system. If the printer is on a network, update the driver for each client.

Updating Your Driver to Detect Optional Duplex Unit

The following procedure uses Microsoft® Windows® and the PCL 6 driver as an example.

Microsoft Windows 7/ Windows 7 x64/ Windows Server 2008 R2 x64	1. Click **Start** — **Devices and Printers**. 2. Right-click the printer icon of the Epson AcuLaser C2900 Series and select **Printer properties**. 3. Click the **Options** tab, and then click **Get Information from Printer**. 4. Click **Apply**, and then click **OK**. 5. Close the **Devices and Printers** folder.

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Windows Vista/ Windows Vista x64	1. Click **Start** — **Control Panel** — **Hardware and Sound** — **Printers**. 2. Right-click the printer icon of the Epson AcuLaser C2900 Series and select **Properties**. 3. Click the **Options** tab, and then click **Get Information from Printer**. 4. Click **Apply**, and then click **OK**. 5. Close the **Printers** folder.
Windows Server 2008/ Windows Server 2008 x64	1. Click **Start** — **Control Panel** — **Printers**. 2. Right-click the printer icon of the Epson AcuLaser C2900 Series and select **Properties**. 3. Click the **Options** tab, and then click **Get Information from Printer**. 4. Click **Apply**, and then click **OK**. 5. Close the **Printers** folder.
Windows XP/ Windows XP x64/ Windows Server 2003/ Windows Server 2003 x64	1. Click **Start** (**start** for Windows XP) — **Printers and Faxes**. 2. Right-click the printer icon of the Epson AcuLaser C2900 Series and select **Properties**. 3. Click the **Options** tab, and then click **Get Information from Printer**. 4. Click **Apply**, and then click **OK**. 5. Close the **Printers and Faxes** folder.

If the printer information is not updated automatically after clicking **Get Information from Printer**, follow these steps:

1. Click the **Options** tab, and then select **Duplexer** in **Items**.
2. Select **Available** for the optional duplex unit setting in **Duplexer**.
3. Click **Apply**, and then click **OK**.
4. Close the **Printers and Faxes** (, **Printers**, or **Devices and Printers**) folder.

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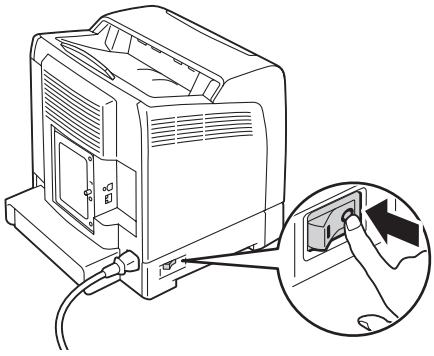
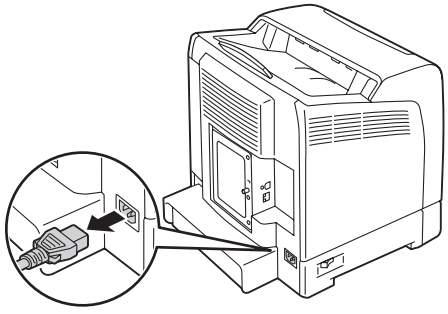
Installing the Optional 250-Sheet Paper Cassette Unit

1. Turn off the printer.



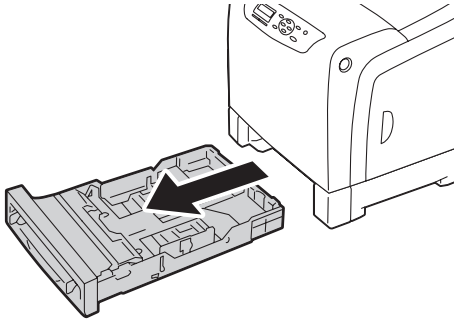
2. Disconnect the power cord from the power connector on the rear of the printer.



3. Remove the tape and the bag holding the screws.

4. Place the optional 250-sheet paper cassette unit in the location that the printer is located.

5. Pull the standard 250-sheet tray out of the printer about 200 mm. Hold the standard 250-sheet tray with both hands, and remove it from the printer.



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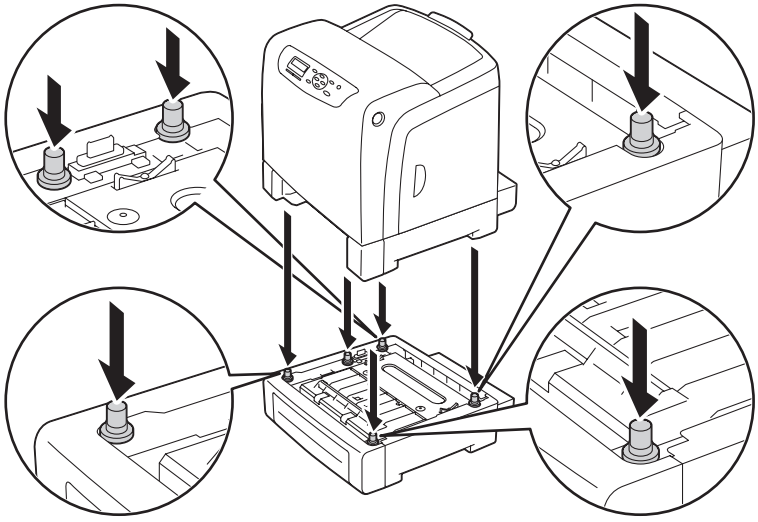
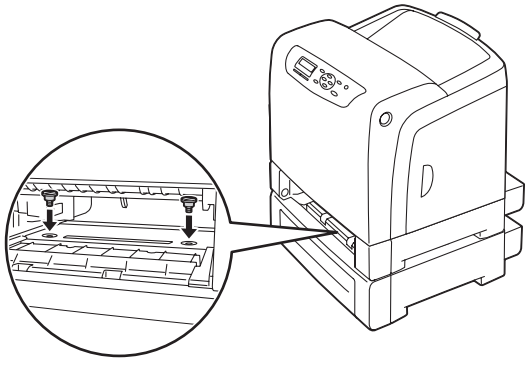
6. Lift the printer and align the five guide pins of the optional 250-sheet paper cassette unit with the holes at the bottom of the printer. Gently lower the printer onto the optional 250-sheet paper cassette unit.

Caution:
Two people are required to lift the printer.



Caution:
Be careful not to pinch your fingers when lowering the printer onto the optional 250-sheet paper cassette unit.

7. Secure the optional 250-sheet paper cassette unit to the printer by tightening the two screws provided with the cassette unit with a coin or similar object.



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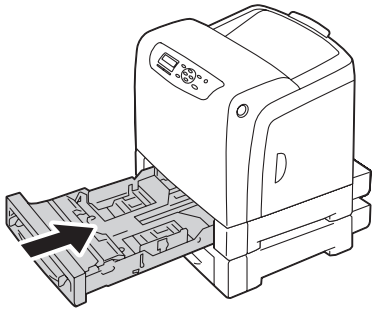
8. Insert the standard 250-sheet tray into the printer, and push until it stops.



Important:
Do not use excessive force on the tray. Doing so could damage the tray or the inside of the printer.

9. Reconnect all cables into the rear of the printer and turn on the printer.

Note:
The printer will automatically detect the attached tray but will not detect the paper type.

10. Print the Printer Settings page to confirm the optional 250-sheet paper cassette unit is installed correctly.

    a Press the (**Menu**) button.

    b Select `Report/List`, and then press the (OK) button.

    c Select `Printer Settings`, and then press the (OK) button.

    The Printer Settings page is printed.

11. Confirm **Tray 2** (**250 Sheet Feeder**)is listed under **Printer Options** in the Printer Settings page.

    If the cassette unit is not listed, turn off the printer, unplug the power cord, and re-install the optional 250-sheet paper cassette unit.

12. After loading paper in the optional 250-sheet paper cassette unit, specify the paper type from the printer operator panel.

    a Press the (**Menu**) button.

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b Select Tray Settings, and then press the OK button.

c Select Tray 2, and then press the OK button.

d Select Paper Type, and then press the OK button.

e Select the paper type for the optional 250-sheet paper cassette unit, and then press the OK button.

13. If you installed the optional 250-sheet paper cassette unit after installing the print driver, update your driver by following the instructions for each operating system. If the printer is on a network, update the driver for each client.

Updating Your Driver to Detect Optional 250-Sheet Paper Cassette Unit

The following procedure uses Microsoft® Windows® and the PCL 6 driver as an example.

Microsoft Windows 7/ Windows 7 x64/ Windows Server 2008 R2 x64	1. Click **Start** — **Devices and Printers**. 2. Right-click the printer icon of the Epson AcuLaser C2900 Series and select **Printer properties**. 3. Click the **Options** tab, and then click **Get Information from Printer**. 4. Click **Apply**, and then click **OK**. 5. Close the **Devices and Printers** folder.
Windows Vista/ Windows Vista x64	1. Click **Start** — **Control Panel** — **Hardware and Sound** — **Printers**. 2. Right-click the printer icon of the Epson AcuLaser C2900 Series and select **Properties**. 3. Click the **Options** tab, and then click **Get Information from Printer**. 4. Click **Apply**, and then click **OK**. 5. Close the **Printers** folder.
Windows Server 2008/ Windows Server 2008 x64	1. Click **Start** — **Control Panel** — **Printers**. 2. Right-click the printer icon of the Epson AcuLaser C2900 Series and select **Properties**. 3. Click the **Options** tab, and then click **Get Information from Printer**. 4. Click **Apply**, and then click **OK**. 5. Close the **Printers** folder.

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Windows XP/ Windows XP x64/ Windows Server 2003/ Windows Server 2003 x64	1. Click **Start** (**start** for Windows XP) — **Printers and Faxes**. 2. Right-click the printer icon of the Epson AcuLaser C2900 Series and select **Properties**. 3. Click the **Options** tab, and then click **Get Information from Printer**. 4. Click **Apply**, and then click **OK**. 5. Close the **Printers and Faxes** folder.

If the printer information is not updated automatically after clicking **Get Information from Printer**, follow these steps:

1. Click the **Options** tab, and then select **Paper Tray Configuration** in **Items**.
2. Select **Two trays** for the optional 250-sheet paper cassette unit setting in **Paper Tray Configuration**.
3. Click **Apply**, and then click **OK**.
4. Close the **Printers and Faxes** (, **Printers**, or **Devices and Printers**) folder.

Printing a Panel Settings Page

The Panel Settings page shows current settings for the operator panel menus.

1. Press the (**Menu**) button.
2. Select `Report/List`, and then press the OK button.
3. Select `Panel Settings`, and then press the OK button.

   The Panel Settings page is printed.

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Power Saver Mode

The printer has a power saving feature that reduces power consumption during periods of inactivity. This feature operates in two modes: the Low Power mode and Sleep mode. As delivered, the printer switches to the Low Power mode three minutes after the last print job is printed. The printer then switches to the Sleep mode after another six minutes of inactivity. When the printer is in the Low Power mode, the LCD backlight turns off. In the Sleep mode, (**Energy Saver**) button lights up. The display also goes blank and displays nothing.

The factory default settings of three minutes (Low Power mode) and six minutes (Sleep mode) are changeable within the range of 3 to 60 minutes (Low Power mode) and 1 to 6 minutes (Sleep mode). The printer returns to the ready-to-print state in about 30 seconds when re-activated.

See Also:
"Setting the Power Saver Time Option" on page 140.

Exiting the Power Saver Mode

The printer automatically exits the Power Saver mode when it receives a print job from a computer. To manually exit the Low Power mode, press any button on the operator panel. To exit the Sleep mode, press the (**Energy Saver**) button.

Note:
- ❏ *Opening and closing a cover will cause the printer to exit the Low Power mode and the Sleep mode.*
- ❏ *When the printer is in the Sleep mode, all buttons on the operator panel except for the (**Energy Saver**) button do not function. To use the buttons on the operator panel, press the (**Energy Saver**) button to exit the Sleep mode.*

See Also:
"Setting the Power Saver Time Option" on page 140.

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Chapter 3

Printer Management Software

Print Drivers

To access all of your printer's features, install the print drivers from the **Software Disc**.

❏ The print drivers enable your computer and printer to communicate and provide access to your printer features.

EpsonNet Config

This section provides information on EpsonNet Config, a hyper text transfer protocol (HTTP)-based web page service that is accessed through your web browser.

These pages give you instant access to printer status, and printer configuration options. Anyone on your network can access the printer using their web browser software. In administrative mode you can change the configuration of the printer, and manage your printer settings without leaving your computer.

Note:
Users who are not given passwords by the administrator can still view the configuration settings and options in user mode. They will not be able to save or apply any changes to the current configuration.

Creating an Administrative Password

1. Launch your web browser.
2. Enter the IP address in the browser's **Address** field, and then press the **Enter** key.
3. Click the **Properties** tab.
4. In the left navigation panel, scroll down to **Security** and select **Administrator Settings**.
5. Select **Enabled** for **Administrator Mode**.
6. In the **Administrator Login ID** field, enter a name for the administrator.

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Note:
The default ID and password are both blank (NULL).

7. In the **Administrator Password** and **Re-enter Password** fields, enter a password for the administrator.

8. In the **Maximum Login Attempts** field, enter the number of login attempts allowed.

9. Click **Apply**. Your new password has been set and anyone with the administrator name and password can log in and change the printer configuration and settings.

Status Monitor (Windows Only)

You can check the printer status with Status Monitor. Double-click the Status Monitor printer icon on the taskbar at the bottom right of the screen. The **Select Printer** window appears, which displays the printer name, printer connection ports, and printer status. Check the column **Status** to know the current status of your printer.

Status Settings button: Displays the **Status Settings** dialog box and allows you to modify the Status Monitor settings.

Click the name of the desired printer listed on the **Select Printer** window. The **Printer Status** window appears.

The **Printer Status** window alerts you when there is a warning or when an error occurs, for example, when a paper jam occurs or toner is running low.

By default, the **Printer Status** window launches when printing and an error occurs. When an error occurs, the error message appears on the **Printer Status** window. You can specify the conditions for starting the **Printer Status** window in **Auto start setup**.

To change the pop-up settings for the **Printer Status** window:

The following procedure uses Microsoft® Windows® XP as an example.

1. Click **start** — **All Programs** — **EPSON** — **Status Monitor** — **Activate Status Monitor**.

   The **Select Printer** window appears.

2. Click **Status Settings**.

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The **Status Settings** dialog box appears.

3. Select the **Pop up setting** tab, and then select the type of the pop-up from **Auto start setup**.

You can also check the toner level of your printer.

The Status Monitor is installed with your Epson print driver.

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Chapter 4

Network Basics

Overview of Network Setup and Configuration

To set up and configure the network:

1. Connect the printer to the network using the recommended hardware and cables.
2. Turn on the printer and the computer.
3. Print the Printer Settings page and keep it for referencing network settings.
4. Install the driver software on the computer from the **Software Disc**. For information on driver installation, see the section in this chapter for the specific operating system you are using.
5. Configure the printer's TCP/IP address, which is required to identify the printer on the network.
   - ❏ Microsoft® Windows® operating systems: Run the Installer on the **Software Disc** to automatically set the printer's IP address if the printer is connected to an established TCP/IP network. You can also manually set the printer's IP address on the operator panel.
   - ❏ Mac OS® X and Linux systems: Manually set the printer's TCP/IP address on the operator panel.
6. Print a Printer Settings page to verify the new settings.

See Also:
"Printing a Printer Settings Page" on page 100

Connecting Your Printer

Your Epson AcuLaser C2900 Series interconnection cables must meet the following requirements:

Connection Type	Connection Specifications
USB	USB 2.0

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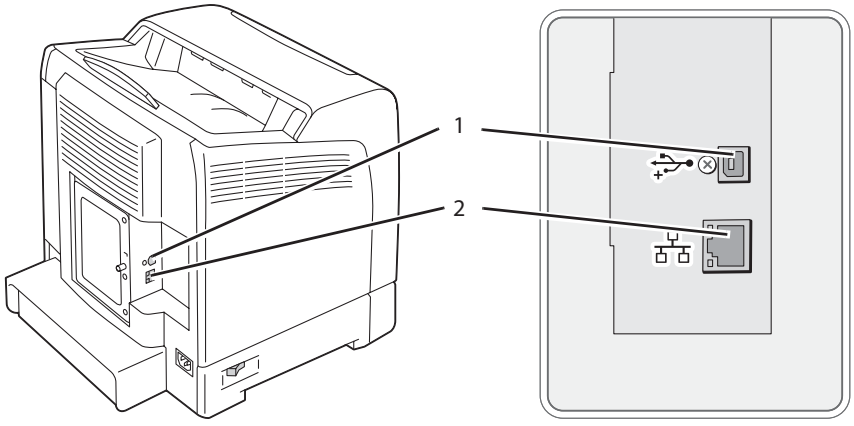
Ethernet	10 Base-T/100 Base-TX/1000 Base-TX



1	USB port	
2	Ethernet port	

Connecting Printer to Computer or Network

Connect the printer via Ethernet or USB. A USB connection is a direct connection and is not used for networking. An Ethernet connection is used for networking. Hardware and cabling requirements vary for the different connection methods. Ethernet cable and hardware are generally not included with your printer and must be purchased separately.

The available features for each connection type are shown in the following table.

Connection Type	Available Features
USB	When connected via USB you can: ❏ Instruct print jobs from a computer.
Ethernet	When connected via Ethernet you can: ❏ Instruct print jobs from a computer on the network.

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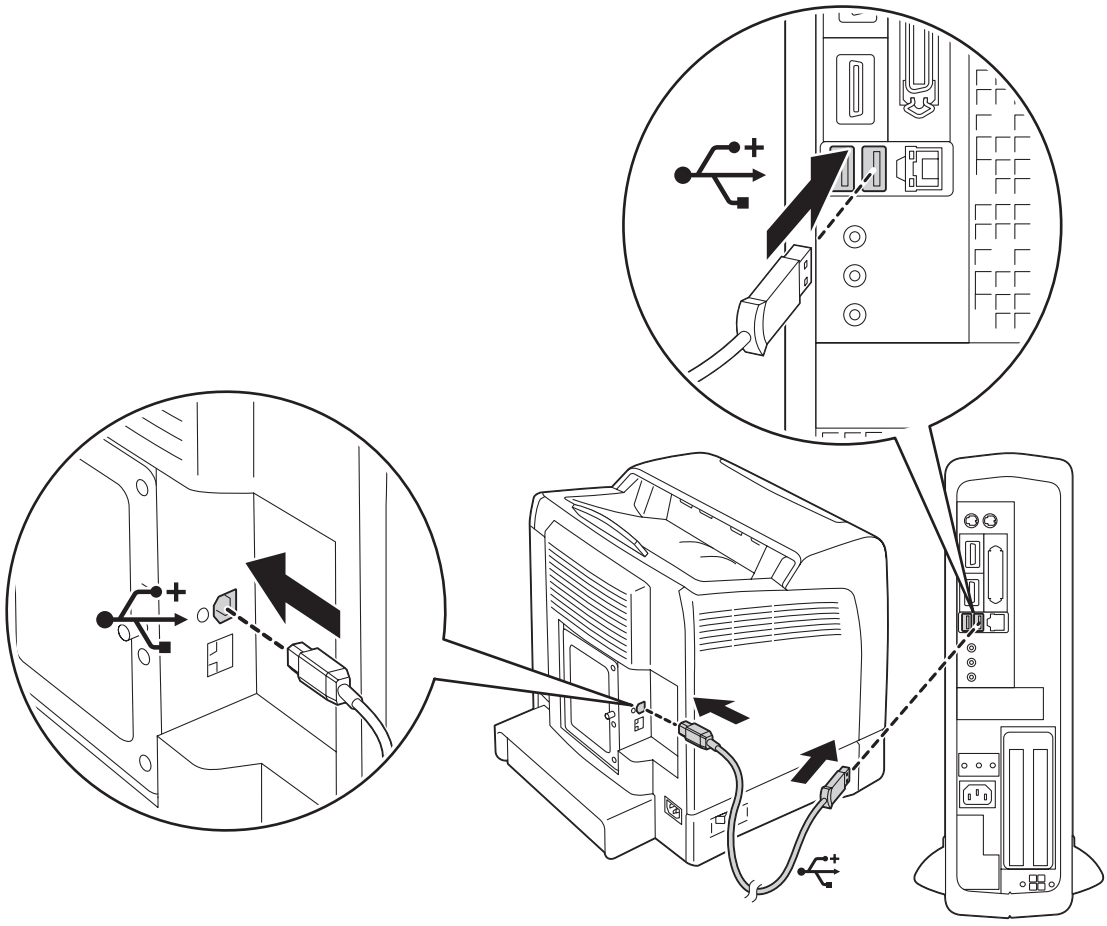
USB Connection

A local printer is directly connected to your computer using the USB cable. If your printer is connected to a network instead of your computer, skip this section and go to "Network Connection" on page 41.

To connect the printer to a computer:

1. Connect the smaller USB connector into the USB port on the rear of the printer.



Note:
Ensure that you match the USB symbol on the cable to the USB symbol on the printer.

2. Connect the other end of the cable into a USB port of the computer.

Note:
Do not connect the printer USB cable to the USB port available on the keyboard.

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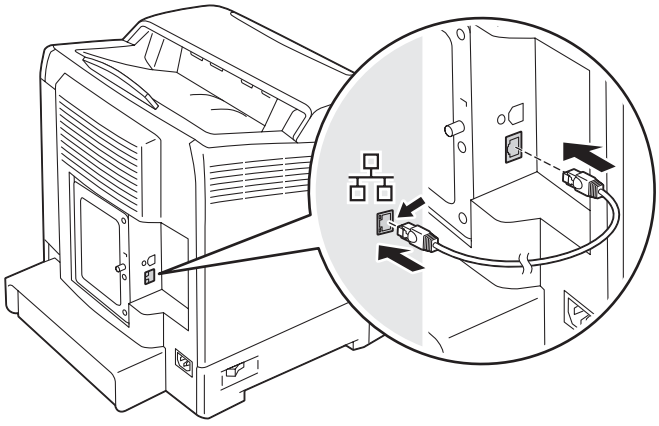
Network Connection

To connect the printer to a network:

1. Connect an Ethernet cable.



To connect the printer to the network, connect one end of the Ethernet cable into the Ethernet port on the rear of the printer, and the other end to a LAN drop or hub.

Setting the IP Address

TCP/IP and IP Addresses

If your computer is on a large network, contact your network administrator for the appropriate TCP/IP addresses and additional system settings information.

If you are creating your own small Local Area Network or connecting the printer directly to your computer using Ethernet, follow the procedure for automatically setting the printer's IP address.

Computers and printers primarily use TCP/IP protocols to communicate over an Ethernet network. With TCP/IP protocols, each printer and computer must have a unique IP address. It is important that the addresses are similar, but not the same; only the last digit needs to be different. For example, your printer can have the address 192.168.1.2 while your computer has the address 192.168.1.3. Another device can have the address 192.168.1.4.

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Many networks have a Dynamic Host Configuration Protocol (DHCP) server. A DHCP server automatically programs an IP address into every computer and printer on the network that is configured to use DHCP. A DHCP server is built into most cable and Digital Subscriber Line (DSL) routers. If you use a cable or DSL router, see your router's documentation for information on IP addressing.

Automatically Setting the Printer's IP Address

If the printer is connected to a small established TCP/IP network without a DHCP server, use the installer on the **Software Disc** to detect or assign an IP address to your printer. For further instructions, insert the **Software Disc** into your computer's CD/DVD drive. After the Installer launches, follow the prompts for installation.

Note:
For the automatic installer to function, the printer must be connected to an established TCP/IP network.

Dynamic Methods of Setting the Printer's IP Address

There are two protocols available for dynamically setting the printer's IP address:

- ❏ DHCP (enabled by default)
- ❏ AutoIP

You can turn on/off both protocols using the operator panel, or use EpsonNet Config to turn on/off DHCP.

Note:
*You can print a report that includes the printer's IP address. On the operator panel, press the (**Menu**) button, select* `Report/List`*, press the OK button, select* `Printer Settings`*, and then press the OK button. The IP address is listed on the Printer Settings page.*

Using the Operator Panel

To turn on/off either the DHCP or AutoIP protocol:

1. On the operator panel, press the (**Menu**) button.
2. Select `Admin Menu`, and then press the OK button.
3. Select `Wired Network`, and then press the OK button.

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4. Select TCP/IP, and then press the OK button.
5. Select IPv4, and then press the OK button.
6. Select Get IP Address, and then press the OK button.
7. Select DHCP / Autonet, and then press the OK button.

Using EpsonNet Config

To turn on/off the DHCP protocol:

1. Launch your web browser.
2. Enter the IP address in the browser's **Address** field, and then press the **Enter** key.
3. Select **Properties**.
4. Select the **Protocol Settings** folder on the left navigation panel.
5. Select **TCP/IP**.
6. In the **Get IP Address** field, select the **DHCP / Autonet** option.
7. Click the **Apply** button.

Assigning an IP Address (for IPv4 Mode)

Note:

- ❏ *When you assign an IP address manually in **IPv6** mode, use the EpsonNet Config. To display the EpsonNet Config, use the link local address. To check a link local address, see "Printing and Checking the Printer Settings Page" on page 46.*
- ❏ *Assigning an IP address is considered as an advanced function and is normally done by a system administrator.*
- ❏ *Depending on the address class, the range of the IP address assigned may be different. On Class A, for example, an IP address in the range from 0.0.0.0 to 127.255.255.255 will be assigned. For assignment of IP addresses, contact your system administrator.*

You can assign the IP address by using the operator panel.

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1. Turn on the printer.

   Ensure that `Ready` message appears on the LCD panel.

2. On the operator panel, press the ☰ (**Menu**) button.

3. Select `Admin Menu`, and then press the OK button.

4. Select `Wired Network`, and then press the OK button.

5. Select `TCP/IP`, and then press the OK button.

6. Select `IPv4`, and then press the OK button.

7. Select `Get IP Address`, and then press the OK button.

8. Select `Panel`, and then press the OK button.

9. Ensure that the message `Restart Printer to apply settins` appears, and then press any button.

10. Press the ▼ button to select `IP Address`, and then press the OK button.

    The cursor is located at the first octet of the IP address.

11. Specify the value of the IP address using the ▲ or ▼ button.

12. Press the ▶ button.

    The cursor moves to the next octet.

13. Repeat steps 11 to 12 to set all of the digits in the IP address, and then press the OK button.

14. Ensure that the message `Restart Printer to apply settins` appears, and then press any button.

15. Press the ▼ button to select `Subnet Mask`, and then press the OK button.

    The cursor is located at the first octet of the subnet mask.

16. Specify the value of the subnet mask using the ▲ or ▼ button.

17. Press the ▶ button.

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The cursor moves to the next octet.

18. Repeat steps 16 to 17 to set subnet mask, and then press the OK button.
19. Ensure that the message `Restart Printer to apply setting` appears, and then press any button.
20. Press the ▼ button to select `Gateway Address`, and then press the OK button.

    The cursor is located at the first octet of the gateway address.
21. Specify the value of the gateway address using the ▲ or ▼ button.
22. Press the ▶ button.

    The cursor moves to the next octet.
23. Repeat steps 21 to 22 to set gateway address, and then press the OK button.
24. Ensure that the message `Restart Printer to apply setting` appears, and then press any button.
25. Turn off and turn on the printer.

See Also:
"Operator Panel" on page 18

Verifying the IP Settings

You can confirm the settings by printing the system settings report or using the ping command.

The following procedure uses Windows XP as an example.

1. Print the Printer Settings page.
2. Look under the **IPv4** heading on the Printer Settings page to ensure that the IP address, subnet mask, and gateway are appropriate.

To verify if the printer is active on the network, run the ping command in your computer:

1. Click **start**, and select **Run**.

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2. Enter **cmd**, and then click **OK**.

   A black window is displayed.

3. Enter **ping xx.xx.xx.xx** (where **xx.xx.xx.xx** is the IP address of your printer), and then press the **Enter** key.

4. Reply from the IP address denotes printer is active on the network.

See Also:
"Printing and Checking the Printer Settings Page" on page 46

Printing and Checking the Printer Settings Page

Print the Printer Settings page and check your printer's IP address by using the operator panel.

1. On the operator panel, press the (**Menu**) button.

2. Select `Report/List`, and then press the (OK) button.

3. Select `Printer Settings`, and then press the (OK) button.

   The Printer Settings page is printed.

4. Confirm the IP address next to **IP Address** under **Network (Wired)** on the Printer Settings page. If the IP address is **0.0.0.0**, wait for a few minutes to resolve the IP address automatically, and then print the Printer Settings page again.

   If the IP address is not resolved automatically, see "Assigning an IP Address (for IPv4 Mode)" on page 43.

Installing Print Driver on Computers Running Windows

Identifying Print Driver Pre-install Status (For Network Connection Setup)

Before installing the print driver on your computer, print the Printer Settings page to check the IP address of your printer.

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The Operator Panel

1. Press the (**Menu**) button.
2. Select Report/List, and then press the (OK) button.
3. Select Printer Settings, and then press the (OK) button.

   The Printer Settings page is printed.
4. Find the IP address under **Network (Wired)** on the Printer Settings page.

   If the IP address is **0.0.0.0**, wait for a few minutes to resolve the IP address automatically, and then print the Printer Settings page again.

   If the IP address is not resolved automatically, see "Assigning an IP Address (for IPv4 Mode)" on page 43.

Disabling the Firewall Before Installing Your Printer

Note:
For Windows XP, Service Pack 2 or 3 must be installed.

If you are running one of the following operating systems, you must disable the firewall before installing the Epson printer software:

- ❏ Windows 7
- ❏ Windows Vista
- ❏ Windows Server 2008 R2
- ❏ Windows Server 2008
- ❏ Windows XP

The following procedure uses Windows XP as an example.

1. Click **start** — **Help and Support**.

   Note:
   *For Windows Vista, Windows Server 2008, Windows Server 2008 R2 and Windows 7 operating systems, if you use **Online Help**, switch to **Offline Help** on **Windows Help and Support** window.*

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2. In the **Search** box, enter **firewall** and then press the **Enter** key.

   In the list, click **Turn Windows Firewall on or off** and then follow the instructions on the screen.

   Enable the firewall after the installation of the Epson printer software is complete.

Inserting the Software Disc

For Installing PCL Print Driver

1. Insert the **Software Disc** into your computer to start **Easy Install**.

Note:
*If the Software Disc does not automatically launch, click **Start** (**start** for Windows XP) — **All Programs** (for Windows Vista and Windows 7) — **Accessories** (for Windows Vista and Windows 7) — **Run**, and then enter **D:\setup.exe** (where D is the drive letter), and then click **OK**.*

For Installing PostScript Print Driver

1. Insert the **Software Disc** into your computer.

USB Connection Setup

For Installing PCL Print Driver

1. Turn on the printer.
2. Click **Easy Install**.

   The **SOFTWARE LICENSE AGREEMENT** appears.

3. If you agree to the terms of the **SOFTWARE LICENSE AGREEMENT**, select **Agree** and then click **Next**.

   The **Easy Install Navi** launches.

4. Click **Installing Driver and Software**.
5. Click **Print Driver**.

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6. Click **Connect via USB**.

7. Follow the procedures described in the Help to install the print driver.

USB Printing

A personal printer is a printer attached to your computer or a print server using a USB. If your printer is attached to a network and not your computer, see "Network Connection Setup" on page 49.

For Installing PostScript Print Driver

Windows users should read the *PostScript User's Guide* for information on how to install the print driver.

Network Connection Setup

Note:

- ❏ *To use this printer in a Linux environment, you need to install a Linux driver. For more information on how to install and use these, see also "Installing Print Driver on Computers Running Linux (CUPS)" on page 56.*
- ❏ *When using a CD drive in a Linux environment, you need to mount the CD according to your system environment. The command strings are mount/media/CD-ROM.*

For installing PCL print driver

1. Turn on the printer.

2. Click **Easy Install**.

   The **SOFTWARE LICENSE AGREEMENT** appears.

3. If you agree to the terms of the **SOFTWARE LICENSE AGREEMENT**, select **Agree** and then click **Next**.

   The **Easy Install Navi** launches.

4. Click **Installing Driver and Software**.

5. Click **Print Driver**.

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6. Select **Standard** or **Custom** setup.

7. Follow the on-screen instructions to install the print driver.

For installing PostScript print driver

Windows users should read the *PostScript User's Guide* for information on how to install the print driver.

Setting Up for Shared Printing

You can share your new printer on the network using the **Software Disc** that comes with your printer, or using Microsoft peer-to-peer method. However, if you use the Microsoft method, some features, such as the Status Monitor and other printer utilities, installed with the **Software Disc**, may not be available.

If you want to use the printer on a network, share the printer and install its drivers on all the computers on the network.

Note:
You need to purchase an Ethernet cable for shared printing.

For Windows XP, Windows XP 64-bit Edition, Windows Server 2003, and Windows Server 2003 x64 Edition

1. Click **Start** (**start** for Windows XP) — **Printers and Faxes**.

2. Right-click the printer icon and select **Properties**.

3. On the **Sharing** tab, select the **Share this printer** radio button, and then enter a name in **Share name** text box.

4. Click **Additional Drivers** and select the operating systems of all network clients that print to the printer.

5. Click **OK**.

   If you are missing files, you are prompted to insert the server operating system CD.

6. Click **Apply**, and then click **OK**.

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For Windows Vista and Windows Vista 64-bit Edition

1. Click **Start** — **Control Panel** — **Hardware and Sound** — **Printers**.
2. Right-click the printer icon and select **Sharing**.
3. Click **Change sharing options**.

   The message **Windows needs your permission to continue** appears.
4. Click **Continue**.
5. Select the **Share this printer** check box, and then enter a name in **Share name**.
6. Click **Additional Drivers** and select the operating systems of all network clients that print to the printer.
7. Click **OK**.
8. Click **Apply**, and then click **OK**.

For Windows Server 2008 and Windows Server 2008 64-bit Edition

1. Click **Start** — **Control Panel** — **Printers**.
2. Right-click the printer icon and select **Sharing**.
3. Select the **Share this printer** check box, and then enter a name in **Share name**.
4. Click **Additional Drivers** and select the operating systems of all network clients that print to the printer.
5. Click **OK**.
6. Click **Apply**, and then click **OK**.

For Windows 7, Windows 7 64-bit Edition, and Windows Server 2008 R2

1. Click **Start** — **Devices and Printers**.
2. Right-click the printer icon and select **Printer properties**.

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3. On the **Sharing** tab, select the **Share this printer** check box, and then enter a name in **Share name** text box.

4. Click **Additional Drivers** and select the operating systems of all network clients that print to the printer.

5. Click **OK**.

6. Click **Apply**, and then click **OK**.

To confirm that the printer is properly shared:

- ❏ Ensure that the printer object in the **Printers**, **Printers and Faxes** or **Devices and Printers** folder is shared. The shared icon is shown under the printer icon.
- ❏ Browse **Network** or **My Network Places**. Find the host name of the server and the shared name you assigned to the printer.

Now that the printer is shared, you can install the printer on network clients using the peer-to-peer method.

Peer-to-Peer

If you use the peer-to-peer method, the print driver is fully installed on each client computer. Network clients retain control of driver modifications. The client computer handles the print job processing.

For Windows XP, Windows XP 64-bit Edition, Windows Server 2003, and Windows Server 2003 x64 Edition

1. Click **start** (**Start** for Windows Server 2003 / Windows Server 2003 x64 Edition) — **Printers and Faxes**.

2. Click **Add a printer** (**Add Printer** for Windows Server 2003 / Windows Server 2003 x64 Edition) to launch the **Add Printer Wizard**.

3. Click **Next**.

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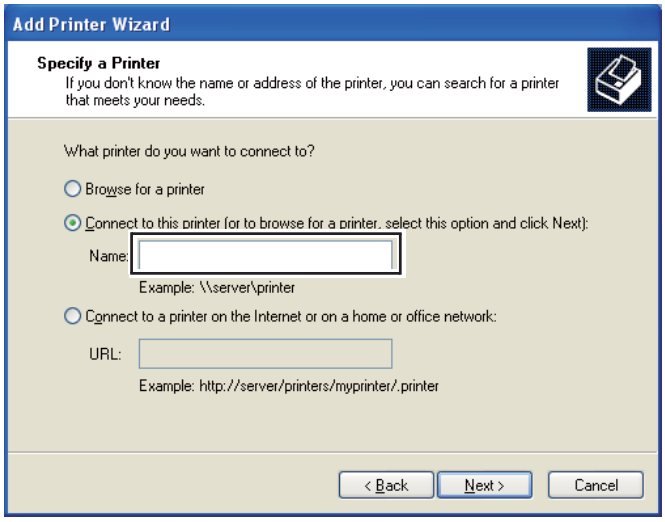
4. Select **A network printer**, or **a printer attached to another computer**, and then click **Next**. If the printer is not listed, enter the path to the printer in the text box.


Add Printer Wizard
Specify a Printer
If you don't know the name or address of the printer, you can search for a printer that meets your needs.
What printer do you want to connect to?
Browse for a printer
Connect to this printer (or to browse for a printer, select this option and click Next):
Name:
Example: \\server\printer
Connect to a printer on the Internet or on a home or office network:
URL:
Example: http://server/printers/myprinter/.printer
< Back
Next >
Cancel

For example:\\[server host name]\[shared printer name]

The server host name is the name of the server computer that identifies it on the network. The shared printer name is the name assigned during the server installation process.

5. Click **Browse for a printer**, and then click **Next**.

6. Select the printer, and then click **Next**.

If this is a new printer, you may be prompted to install a print driver. If no system driver is available, you need to specify the path to available drivers.

7. Select **Yes** if you want this printer to be set as the default printer, and then click **Next**.

If you want to verify installation, click **Yes** to print a test page.

8. Click **Finish**.

When a test page prints successfully, installation is complete.

For Windows Vista and Windows Vista 64-bit Edition

1. Click **Start** — **Control Panel** — **Hardware and Sound** — **Printers**.

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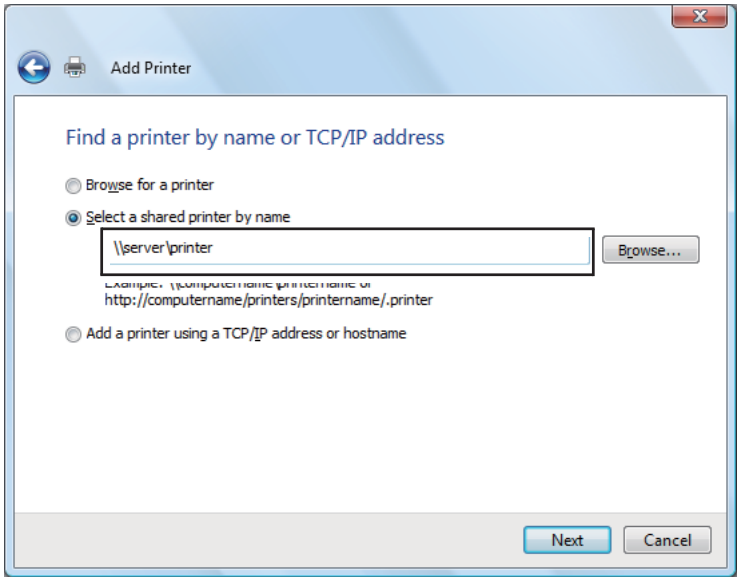
2. Click **Add a Printer** to launch the **Add Printer** wizard.

3. Select **Add a network, wireless or Bluetooth printer**, and then click **Next**. If the printer is listed, select the printer and click **Next**, or select **The printer that I want isn't listed** and enter the path of the printer in **Select a shared printer by name** and click **Next**.



For example:\\[server host name]\[shared printer name]

The server host name is the name of the server computer that identifies it on the network. The shared printer name is the name assigned during the server installation process.

4. If this is a new printer, you may be prompted to install a print driver. If no system driver is available, you need to specify the path to available drivers.

5. Select **Yes** if you want this printer to be set as the default printer, and then click **Next**.

6. If you want to verify installation, click **Print a test page**.

7. Click **Finish**.

When a test page prints successfully, installation is complete.

For Windows Server 2008 and Windows Server 2008 64-bit Edition

1. Click **Start** — **Control Panel** — **Printers**.

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2. Click **Add a Printer** to launch the **Add Printer** wizard.

3. Select **Add a network**, **wireless or Bluetooth printer**, and then click **Next**. If the printer is listed, select the printer and click **Next**, or select **The printer that I want isn't listed** and enter the path to the printer in **Select a shared printer by name** and click **Next**.

   For example: \\[server host name]\[shared printer name]

   The server host name is the name of the server computer that identifies it on the network. The shared printer name is the name assigned during the server installation process.

4. If this is a new printer, you may be prompted to install a print driver. If no system driver is available, you will need to provide a path to available drivers.

5. Select **Yes** if you want this printer to be set as the default printer, and then click **Next**.

6. Click **Print a test page** if you want to verify installation.

7. Click **Finish**.

   When a test page prints successfully, installation is complete.

For Windows 7, Windows 7 64-bit Edition, and Windows Server 2008 R2

1. Click **Start** — **Devices and Printers**.

2. Click **Add a Printer** to launch the **Add Printer** wizard.

3. Select **Add a network**, **wireless or Bluetooth printer**. If the printer is listed, select the printer and click **Next**, or select **The printer that I want isn't listed**. Click **Select a shared printer by name** and enter the path of the printer in the text box, and then click **Next**.

   For example: \\[server host name]\[shared printer name]

   The server host name is the name of the server computer that identifies it to the network. The shared printer name is the name assigned during the server installation process.

4. If this is a new printer, you may be prompted to install a print driver. If no system driver is available, you will need to provide the path to the available driver.

5. Confirm the printer name, and then click **Next**.

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6. Select **Yes** if you want this printer to be set as the default printer, and then click **Next**.
7. Click **Print a test page** if you want to verify installation.
8. Click **Finish**.

   When a test page prints successfully, installation is complete.

Installing Print Driver on Computers Running Mac OS X

For information on how to install the print driver, refer to the *PostScript User's Guide*.

Installing Print Driver on Computers Running Linux (CUPS)

This section provides information for installing or setting up the print driver with CUPS (Common UNIX Printing System) on Red Hat® Enterprise Linux® 4 WS/5 Client or SUSE® Linux Enterprise Desktop 10/11.

Installing the Print Driver

Note:

- ❏ *The print driver **Epson-AcuLaser_C2900-x.x-y.noarch.rpm** is included in the **Linux** folder in the **Common** folder on the **Software Disc**.*
- ❏ *In the file name, "x.x" represents the version number and "y" represents the release number.*

For Red Hat Enterprise Linux 4 WS/5 Client

Important:
Before you install the print driver on Red Hat Enterprise Linux 4, confirm that Update 8 or higher is applied to your operating system. Consult your Linux distributor for the upgrade of your system.

1. Double-click **Epson-AcuLaser_C2900-x.x-y.noarch.rpm** in the **Software Disc**.
2. Enter the administrator's password.
3. Click **Continue** in the **Completed System Preparation** window.

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Installation starts. When the installation is complete, the window is automatically closed.

For SUSE Linux Enterprise Desktop 10

1. Double-click **Epson-AcuLaser_C2900-x.x-y.noarch.rpm** in the **Software Disc**.
2. Enter the administrator password, and click **Install**.

   Installation starts. When the installation is complete, the window is automatically closed.

For SUSE Linux Enterprise Desktop 11

1. Double-click **Epson-AcuLaser_C2900-x.x-y.noarch.rpm** in the **Software Disc**.
2. Enter the administrator password, and click **Continue**.

   Installation starts. When the installation is complete, the window is automatically closed.

Setting Up the Queue

To execute printing, you must set up the print queue on your workstation.

Note:
When you have finished setting up the queue, you can print jobs from the applications. Start the print job from the application, and specify the queue in the print dialog box.
However, you may be able to print only from the default queue depending on the application (for example Mozilla). In these cases, before you start printing, set queue you want to print to as the default queue. For information on specifying the default queue, see also "Setting the Default Queue" on page 61.

For Red Hat Enterprise Linux 4 WS/5 Client

1. Open the URL "**http://localhost:631**" using a web browser.
2. Click **Administration**.
3. Enter **root** as the user name, and enter the administrator password.
4. Click **Add Printer**.

   Enter the name of the printer in **Name** in the **Add New Printer** window, and click **Continue**.

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You can optionally specify the location and description of the printer for further information.

For network connections:

a Select **LPD/LPR Host or Printer** from the **Device** menu, and click **Continue**.

b Enter the IP address of the printer in **Device URI**.

c Format: **lpd://xxx.xxx.xxx.xxx** (the IP address of the printer)

For USB connections with Red Hat Enterprise Linux 4 WS:

a Select **USB Printer #1** from the **Device** menu.

For USB connections with Red Hat Enterprise Linux 5 Client:

a Select **Epson AcuLaser C2900 USB #1** or **Epson AcuLaser C2900** from the **Device** menu.

5. Select **Epson** from the **Make** menu, and click **Continue**.
6. Select **Epson AcuLaser C2900** from the **Model** menu, and click **Continue**.

   The message **Printer Epson AcuLaser C2900 has been added successfully.** appears.

   The setup is complete.

For SUSE Linux Enterprise Desktop 10

1. Select **Computer** — **More Applications...** and select **YaST** on the Application Browser.
2. Enter the administrator password.

   YaST Control Center is activated.
3. Select **Hardware** on **YaST Control Center**, and select **Printer**.
4. **Printer setup: Autodetected printers** is activated.

   For network connections:

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a Click **Add**.

b Select **Network Printers** as **Printer Type**, and click **Next**.

c Select the **Print via LPD-Style Network Server** as **Printer Type**, and click **Next**.

d Enter the IP address of the printer in **Host name of the printer server**.

e Enter the name of the printer queue in **Name of the remote queue**, and click **Next**.

f Enter the printer name in **Name for printing**.

Note:
*The **Description of Printer** and **Location of Printer** do not have to be specified.*

g Select the **Do Local Filtering** check box, and click **Next**.

h Select **Epson** as **Select manufacturer**. Select **Epson AcuLaser C2900** as **Select Model**, and click **Next**.

i Confirm the settings in **Edit configuration**, and click **OK**.

For USB connections:

a Select **Epson AcuLaser C2900 on USB (//Epson/AcuLaser C2900 or /dev/usblp*)** as **Available are**, and click **Configure…**.

b Confirm the settings in **Edit configuration**, and click **OK**.

5. Click **Finish**.

For SUSE Linux Enterprise Desktop 11

1. Select **Computer** — **More Applications...**, and select **YaST** on the Application Browser.
2. Enter the administrator password.

   YaST Control Center is activated.
3. Select **Hardware** on **YaST Control Center**, and select **Printer**.

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The **Printer Configurations** dialog box opens.

For network connections:

a Click **Add**.

The **Add New Printer Configuration** dialog box opens.

b Click **Connection Wizard**.

The **Connection Wizard** dialog box opens.

c Select **Line Printer Daemon (LPD) Protocol** from **Access Network Printer or Printserver Box via**.

d Enter the IP address of the printer in **IP Address or Host Name:**.

e Select **Epson** in **Select the printer manufacturer:**.

f Click **OK**.

The **Add New Printer Configuration** dialog box appear.

g Select **Epson AcuLaser C2900 v3018.102 PS [Epson/AcuLaser_C2900.ppd.gz]** from the **Search for Drivers:** list.

Note:
*You can specify the printer name in **Set Name:**.*

h Confirm the settings, and click **OK**.

For USB connections:

a Click **Add**.

The **Add New Printer Configuration** dialog box opens.

The printer name is displayed in the **Determine Connection** list.

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b Select **Epson AcuLaser C2900 v3018.102 PS [Epson/AcuLaser_C2900.ppd.gz]** from the **Search for Drivers:** list.

Note:
You can specify the printer name in ***Set Name:****.*

Setting the Default Queue

For Red Hat Enterprise Linux 4 WS/5 Client

1. Select **Applications** — **System Tools** — **Terminal**.
2. Enter the following command in the terminal window.

```
su
(Enter the administrator password)
lpadmin -d (Enter the queue name)
```

For SUSE Linux Enterprise Desktop 10

1. To activate the **Printer setup: Autodetected printers**, do the following.
   a Select **Computer** — **More Applications...** and select **YaST** on the Application Browser.
   b Enter the administrator password.

   YaST Control Center is activated.

   c Select **Hardware** on **YaST Control Center**, and select **Printer**.
2. Select the printer you want to set to default on the **Printer Configuration**, and select **Set default** in the **Other button menu**.
3. Click **Finish**.

For SUSE Linux Enterprise Desktop 11

1. Select **Computer** — **More Applications...** and select **YaST** on the Application Browser.

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2. Enter the administrator password.

   YaST Control Center is activated.

3. Select **Hardware** on **YaST Control Center**, and select **Printer**.

   The **Printer Configurations** dialog box opens.

4. Click **Edit**.

   A dialog box to modify the specified queue opens.

5. Confirm that the printer you want to set is selected in the **Connection** list.

6. Select the **Default Printer** check box.

7. Confirm the settings, and click **OK**.

Specifying the Printing Options

You can specify the printing options such as the color mode or 2-sided printing.

For Red Hat Enterprise Linux 4 WS/5 Client

1. Open the URL "**http://localhost:631**" using a web browser.

2. Click **Manage Printers**.

3. Click **Configure Printer** of the queue for which you want to specify the printing options.

4. Enter **root** as the user name, and enter the administrator password.

5. Specify the required settings, and click **Continue**.

   The message **Printer Epson AcuLaser C2900 has been configured successfully.** appears.

   The setting is complete.

For SUSE Linux Enterprise Desktop 10

1. Open a web browser.

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2. Enter **http://localhost:631/admin** in **Location**, and press the **Enter** key.

3. Enter **root** as the user name, and enter the administrator password.

   The **CUPS** window appears.

   Note:
   Set the password for authority as the printer administrator before setting the printer queue. If you have not set it, go to "Setting the Password for Authority as the Printer Administrator" on page 64.

4. Click **Manage Printers**.

5. Specify the required settings, and click **Continue**.

   The message **Printer Epson AcuLaser C2900 has been configured successfully.** appears.

   The setting is complete. Execute printing from the application.

For SUSE Linux Enterprise Desktop 11

1. Open a web browser.

2. Enter **http://localhost:631/admin** in **Location**, and press the **Enter** key.

3. Enter **root** as the user name, and enter the administrator password.

   The **CUPS** window appears.

   Note:
   Set the password for authority as the printer administrator before setting the printer queue. If you have not set it, go to "Setting the Password for Authority as the Printer Administrator" on page 64.

4. Click **Manage Printers**.

5. Specify the required settings, and click **Continue**.

   The message **Printer Epson AcuLaser C2900 has been configured successfully.** appears.

   The setting is complete. Execute printing from the application.

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Setting the Password for Authority as the Printer Administrator

For SUSE Linux Enterprise Desktop 10 and 11, you must set the password for authority as the printer administrator to do operations as the printer administrator.

For SUSE Linux Enterprise Desktop 10

1. Select **Computer** — **More Applications...** and select **Konsole** on the Application Browser.
2. Enter the following command in the terminal window.

```
su
(Enter the administrator password)
lppasswd -g sys -a root
(Enter the password for authority as the printer administrator after the Enter password prompt.)
(Reenter the password for authority as the printer administrator after the Enter password again prompt.)
```

For SUSE Linux Enterprise Desktop 11

1. Select **Computer** — **More Applications...** and select **GNOME Terminal** on the Application Browser.
2. Enter the following command in the terminal window.

```
su
(Enter the administrator password)
lppasswd -g sys -a root
(Enter the password for authority as the printer administrator after the Enter password prompt.)
(Reenter the password for authority as the printer administrator after the Enter password again prompt.)
```

Uninstalling the Print Driver

For Red Hat Enterprise Linux 4 WS/5 Client

1. Select **Applications** — **System Tools** — **Terminal**.
2. Enter the following command in the terminal window to delete the print queue.

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```
su
(Enter the administrator password)
/usr/sbin/lpadmin -x (Enter the print queue name)
```

3. Repeat the command above for all queues for the same model.
4. Enter the following command in the terminal window.

```
su
(Enter the administrator password)
rpm -e Epson-AcuLaser_C2900
```

The print driver is uninstalled.

For SUSE Linux Enterprise Desktop 10

1. Select **Computer** — **More Applications...** and select **Konsole** on the Application Browser.
2. Enter the following command in the terminal window to delete the print queue.

```
su
(Enter the administrator password)
/usr/sbin/lpadmin -x (Enter the print queue name)
```

3. Repeat the command above for all queues for the same model.
4. Enter the following command in the terminal window.

```
su
(Enter the administrator password)
rpm -e Epson-AcuLaser_C2900
```

The print driver is uninstalled.

For SUSE Linux Enterprise Desktop 11

1. Select **Computer** — **More Applications...** and select **GNOME Terminal** on the Application Browser.

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2. Enter the following command in the terminal window to delete the print queue.

```
su
(Enter the administrator password)
/usr/sbin/lpadmin -x (Enter the print queue name)
```

3. Repeat the command above for all queues for the same model.

4. Enter the following command in the terminal window.

```
su
(Enter the administrator password)
rpm -e Epson-AcuLaser_C2900
```

The print driver is uninstalled.

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Chapter 5

Printing Basics

About Print Media

Using paper that is not appropriate for the printer can cause paper jams, image quality problems, or printer failure. To achieve the best performance from your printer, we recommend you to use only the paper described in this section.

When using paper other than that recommended, contact the Epson local representative office or an authorised dealer.

Print Media Usage Guidelines

The printer tray accommodates most sizes and types of paper and other specialty media. Follow these guidelines when loading paper and media in the tray:

- ❏ Envelopes can be printed from the single sheet feeder (SSF) and standard 250-sheet tray.
- ❏ Fan paper or other specialty media before loading in the paper tray.
- ❏ Do not print on label stock once a label has been removed from a sheet.
- ❏ Use only paper envelopes. Do not use envelopes with windows, metal clasps, or adhesives with release strips.
- ❏ Print all envelopes single-sided only.
- ❏ Some wrinkling and embossing may occur when printing envelopes.
- ❏ Do not overload the paper tray. Do not load print media above the fill line on the inside of the paper width guides.
- ❏ Adjust the paper width guides to fit the paper size.
- ❏ If excessive jams or wrinkles occur, use paper or other media from a new package.

Warning:
Do not use conductive paper such as origami paper, carbonic paper or conductively-coated paper. When paper jam occurs, it may cause short-circuit and eventually a fire accident.

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See Also:

- ❏ *"Loading Print Media in the Standard 250-Sheet Tray and the Optional 250-Sheet Paper Cassette Unit" on page 73*
- ❏ *"Loading Envelope in the Standard 250-Sheet Tray" on page 75*
- ❏ *"Loading Print Media in the Single Sheet Feeder (SSF)" on page 78*
- ❏ *"Loading Envelope in the Single Sheet Feeder (SSF)" on page 79*
- ❏ *"Printing on Custom Size Paper" on page 96*

Print Media That Can Damage Your Printer

The following paper types are not recommended for use with the printer:

- ❏ Chemically treated paper used to make copies without carbon paper, also known as carbonless paper, carbonless copy paper (CCP), or no carbon required (NCR) paper.
- ❏ Preprinted paper with chemicals that may contaminate the printer.
- ❏ Preprinted paper that can be affected by the temperature in the fuser unit.
- ❏ Preprinted paper that requires a registration (the precise print location on the page) greater than ±0.09 inches, such as optical character recognition (OCR) forms.
  In some cases, you can adjust registration with your software program to successfully print on these forms.
- ❏ Coated paper (erasable bond), synthetic paper, and thermal paper.
- ❏ Rough-edged, rough or heavily textured surface paper, or curled paper.
- ❏ Recycled paper containing more than 25% post-consumer waste that does not meet DIN 19 309.
- ❏ Multiple-part forms or documents.
- ❏ Print quality may deteriorate (blank spaces or blotches may appear in the text) when you print on talc or acid paper.

Warning:
Do not use conductive paper such as origami paper, carbonic paper or conductively-coated paper. When paper jam occurs, it may cause short-circuit and eventually a fire accident.

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Supported Print Media

Using unsuitable print media may lead to paper jams, poor print quality, breakdown and damage to your printer. To use the features of this printer effectively, use the suggested print media that is recommended here.

Important:
The toner may come off the print media, if it gets wet by water, rain, steam and so on. For details, contact the Epson local representative office or an authorised dealer.

Print Media Dimensions

The maximum dimensions of print media that the standard 250-sheet tray and SSF can handle are:

- ❏ Width: 76.2 mm (3.00 inches) to 215.9 mm (8.5 inches)
- ❏ Length: 127 mm (5.00 inches) to 355.6 mm (14.00 inches)

The maximum dimensions of print media that the optional 250-sheet paper cassette unit can handle are:

- ❏ Width: 148 mm (5.83 inches) to 215.9 mm (8.5 inches)
- ❏ Length: 210 mm (8.27 inches) to 355.6 mm (14.00 inches)

Usable Print Media

The types of print media that can be used on this printer are as follows:

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Single Sheet Feeder (SSF)

Paper Size	A4 SEF (210 × 297 mm) A5 SEF (148 × 210 mm) B5 SEF (182 × 257 mm) Letter SEF (8.5 × 11 inches) Folio SEF (8.5 × 13 inches) Legal SEF (8.5 × 14 inches) Executive SEF (7.25 × 10.5 inches) Com-10 SEF (4.125 × 9.5 inches) Monarch Envelope SEF (3.875 × 7.5 inches) DL Envelope SEF (110 × 220 mm) C5 Envelope SEF (162 × 229 mm) Custom Size: Width: 76.2–215.9 mm (3–8.5 inches) Length: 127–355.6 mm (5 –14 inches)
Paper Type (Weight)	Plain Lightweight Cardstock Heavyweight Cardstock Envelope Letterhead Lightweight Glossy Cardstock Heavyweight Glossy Cardstock Hole Punched Colored Special
Loading Capacity	1 sheet of standard paper

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Standard 250-Sheet Tray

Paper Size	A4 SEF (210 × 297 mm) A5 SEF (148 × 210 mm) B5 SEF (182 × 257 mm) Letter SEF (8.5 × 11 inches) Folio SEF (8.5 × 13 inches) Legal SEF (8.5 × 14 inches) Executive SEF (7.25 × 10.5 inches) Com-10 SEF (4.125 × 9.5 inches) Monarch Envelope SEF (3.875 × 7.5 inches) Monarch Envelope LEF (7.5 × 3.8 inches) DL Envelope SEF (110 × 220 mm) DL Envelope LEF (220 × 110 mm) C5 Envelope SEF (162 × 229 mm) Custom Size: Width: 76.2–215.9 mm (3–8.5 inches)*1 Length: 127–355.6 mm (5 –14 inches)*2
Paper Type (Weight)	Plain Lightweight Cardstock Heavyweight Cardstock Envelope Labels Letterhead Hole Punched Colored Special
Loading Capacity	250 sheets of standard paper

*1 Maximum width 220 mm for envelope (DL LEF)
DL and Monarch can be supported by LEF with flap opened.

*2 Minimum length 98.4 mm for envelope (Monarch LEF)

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Optional 250-Sheet Paper Cassette Unit

Paper Size	A4 SEF (210 × 297 mm) A5 SEF (148 × 210 mm) B5 SEF (182 × 257 mm) Letter SEF (8.5 × 11 inches) Folio SEF (8.5 × 13 inches) Legal SEF (8.5 × 14 inches) Executive SEF (7.25 × 10.5 inches)
Paper Type (Weight)	Plain Letterhead Hole Punched Colored
Loading Capacity	250 sheets of standard paper

Note:
SEF and LEF indicate the paper feed direction; SEF stands for short-edge feed. LEF stands for long-edge feed.

See Also:

- ❏ *"Loading Print Media in the Standard 250-Sheet Tray and the Optional 250-Sheet Paper Cassette Unit" on page 73*
- ❏ *"Loading Envelope in the Standard 250-Sheet Tray" on page 75*
- ❏ *"Loading Letterhead in the Standard 250-Sheet Tray and the Optional 250-Sheet Paper Cassette Unit" on page 78*
- ❏ *"Loading Print Media in the Single Sheet Feeder (SSF)" on page 78*
- ❏ *"Loading Envelope in the Single Sheet Feeder (SSF)" on page 79*

Printing on print media that differs from the paper size or paper type selected on the print driver, or loading print media into an unsuitable paper tray for printing, may lead to paper jams. To ensure that printing is correctly done, select the correct paper size, paper type, and paper tray.

Loading Print Media

Loading print media properly helps prevent jams and ensures trouble-free printing.

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Before loading any print media, identify the recommended print side of the print media. This information is usually indicated on the print media package.

Capacity

The standard 250-sheet tray and optional 250-sheet paper cassette unit can hold:

❏ 250 sheets of the standard paper.

The SSF can hold:

❏ 1 sheet of the standard paper.

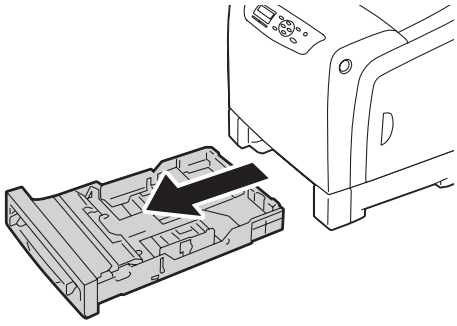
Loading Print Media in the Standard 250-Sheet Tray and the Optional 250-Sheet Paper Cassette Unit

Note:

❏ *To avoid paper jams, do not remove the tray while printing is in progress.*

❏ *Use only laser print media. Do not use ink jet paper in your printer.*

1. Pull the tray out of the printer about 200 mm. Hold the tray with both hands, and remove it from the printer.



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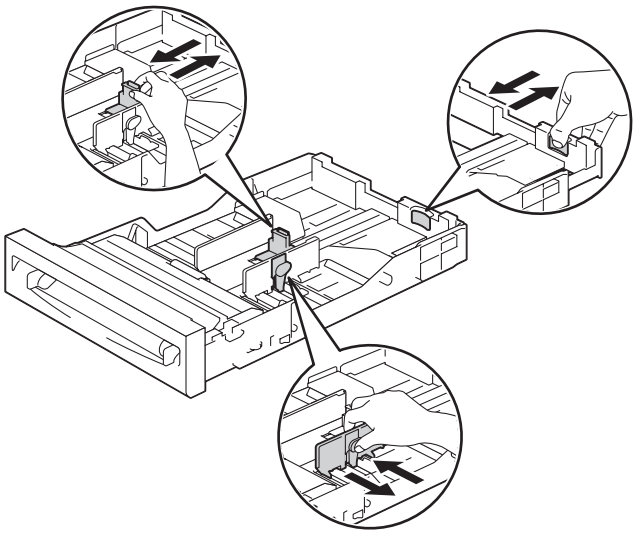
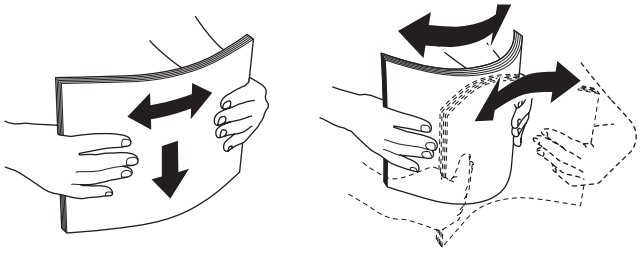
2. Adjust the paper guides.



Note:
Extend the rear side of the tray when you load Legal size paper.

3. Before loading the print media, flex the sheets and fan them. Straighten the edges of the stack on a level surface.



4. Load the print media into the tray with the recommended print side facing up.

Note:
❏ *Do not exceed the maximum fill line in the tray. Overfilling the tray may cause paper jams.*

❏ *When loading coated paper, load coated paper one sheet at a time.*

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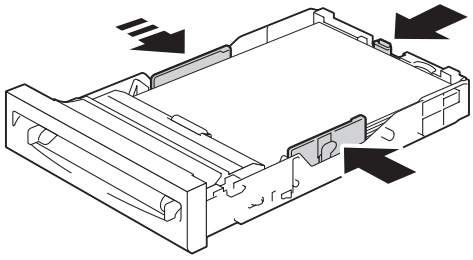
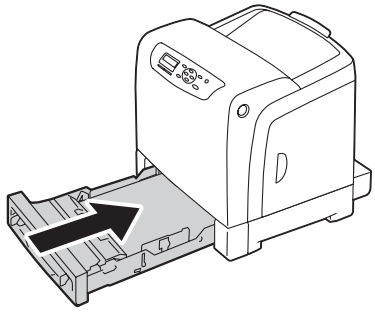
5. Align the width guides against the edges of the paper.



Note:
When loading user-specified print media, adjust the width guides and slide the extendable part of the tray by pinching the length guide and sliding it until it rests lightly against the edge of the paper.

6. After confirming that the guides are securely adjusted, insert the tray into the printer.



7. On the operator panel, select the desired paper size, and then press the OK button.

8. Select the desired paper type, and then press the OK button.

Loading Envelope in the Standard 250-Sheet Tray

Use the following guidelines when loading envelopes in the standard 250-sheet tray:

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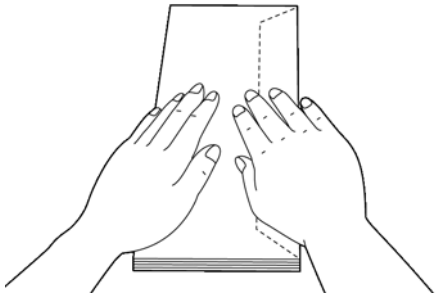
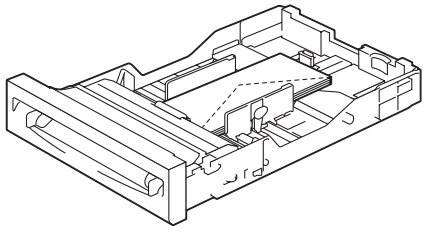
Note:
If you do not load envelopes in the standard 250-sheet tray right after they have been removed from the packaging, they may bulge. To avoid jams, flatten them as shown below before loading the envelopes in the tray.



Com-10

Load the envelopes short edge feed with the flaps closed and the print side up. Ensure that the flaps come at the right when you face towards the printer.



Monarch or DL

The Monarch or DL envelopes can be loaded in one of the following ways:

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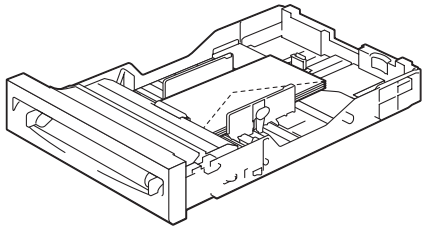
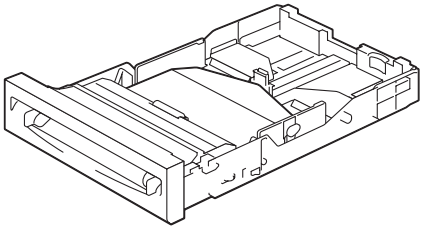
Load the envelopes short edge feed with the flaps closed and the print side up. Ensure that the flaps come at the right when you face towards the printer.



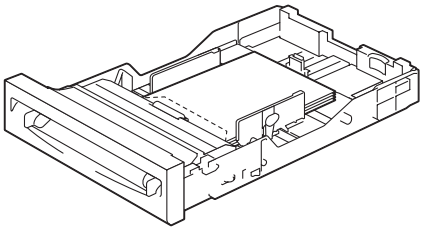
OR

Load the envelopes long edge feed with the flaps open and the print side up. Ensure that the flaps come at the top when you face towards the printer.



C5

Load the envelopes short edge feed with the flaps closed and the print side up. Ensure that the flaps come at the bottom when you face towards the printer.



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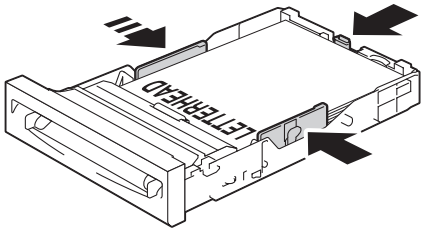
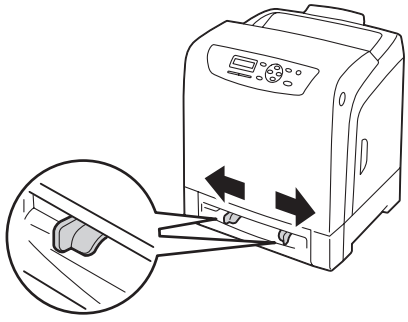
Loading Letterhead in the Standard 250-Sheet Tray and the Optional 250-Sheet Paper Cassette Unit

When you use the standard 250-sheet tray and optional 250-sheet paper cassette unit, letterhead and hole punched paper enter the printer with the print side facing up.

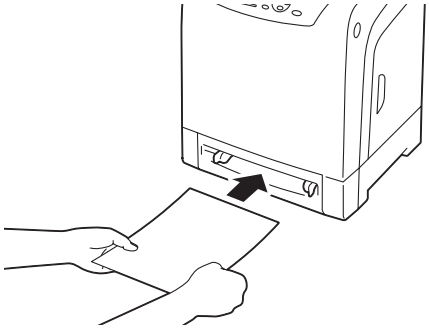


Loading Print Media in the Single Sheet Feeder (SSF)

1. Adjust the width guides to the print media's width.



2. Hold both sides of the print media face down close to the SSF, and push it 8 cm to 9 cm (4 inches) into the printer until it automatically feeds.



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Note:

❏ *Do not force the print media into the SSF.*

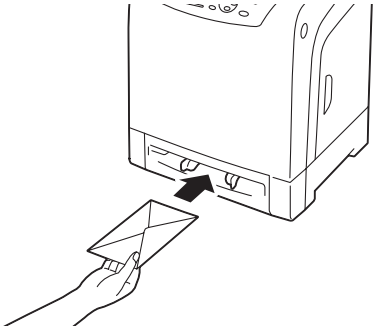
❏ *Load letterhead face down, with the top of the sheet entering the printer first.*

❏ *If you experience problems with paper feed, turn the paper around.*

Loading Envelope in the Single Sheet Feeder (SSF)

Com-10, Monarch, or DL

To load an envelope into the SSF, insert the envelope short edge feed with the flap closed and the print side down. Ensure that the flap comes at the right when you face towards the printer.



Important:

Never use envelopes with windows, coated linings, or self-stick adhesives. These lead to paper jams and can cause damage to the printer.

Note:

❏ *Ensure that you load an envelope with the flap completely closed.*

❏ *Insert an envelope with the flap side face up and with the stamp area on the top right side.*

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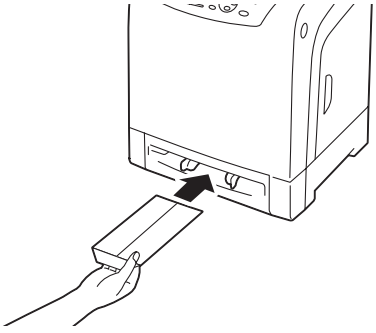
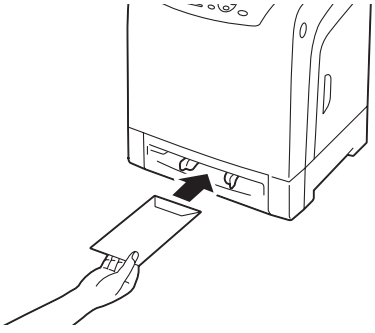
C5

To load an envelope into the SSF, insert the envelope short edge feed with the flap open and the print side down. Ensure that the flap comes at the bottom when you face towards the printer.



OR



Important:
Never use envelopes with windows, coated linings, or self-stick adhesives. These lead to paper jams and can cause damage to the printer.

Note:
❏ *Ensure that you load an envelope with the flap completely opened.*

❏ *Insert an envelope with the flap side face up and with the stamp area on the bottom right side.*

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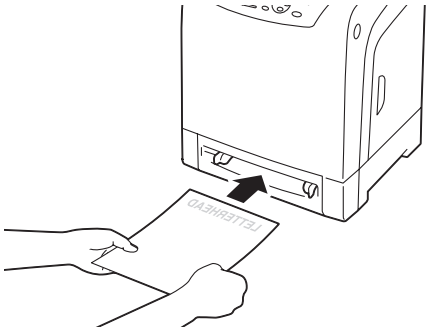
Loading Letterhead in the Single Sheet Feeder (SSF)

When you use the SSF letterhead enters the printer first with the print side facing down.



Using the Single Sheet Feeder (SSF)

- ❏ Load only one size and type of print media during a single print job.
- ❏ To achieve the best possible print quality, use only high-quality print media that is designed for use in laser printer. For more guidelines on print media, see "Print Media Usage Guidelines" on page 67.
- ❏ Do not add or remove print media when the printer is printing from the SSF. This may result in a paper jam.
- ❏ Print media should be loaded with the recommended print side down and the top of the print media going into the SSF first.
- ❏ Do not place objects on the SSF. Also, avoid pressing down or applying excessive force on it.
- ❏ The icons on the SSF show how to load the SSF with paper, and how to turn an envelope for printing.

Setting Paper Sizes and Types

When loading print media in the standard 250-sheet tray and optional 250-sheet paper cassette unit, set the paper size and type on the operator panel before printing.

Note:
When loading print media in the SSF, use the print driver to set the paper size and type. For more information, refer to the online help of the driver.

This section describes how to set the paper size and type on the operator panel.

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See Also:
"Understanding the Printer Menus" on page 104

Setting Paper Sizes

1. On the operator panel, press the ☰ (**Menu**) button.
2. Select `Tray Settings`, and then press the OK button.
3. Select `Tray 1` or `Tray 2`, and then press the OK button.
4. Select `Paper Size`, and then press the OK button.
5. Select the correct paper size for the print media loaded, and then press the OK button.

Setting Paper Types

Important:
Paper type settings must match those of the actual print media loaded in the tray or the cassette unit. Otherwise, print-quality problems can occur.

1. On the operator panel, press the ☰ (**Menu**) button.
2. Select `Tray Settings`, and then press the OK button.
3. Select `Tray 1` or `Tray 2`, and then press the OK button.
4. Select `Paper Type`, and then press the OK button.
5. Select the correct paper type for the print media loaded, and then press the OK button.

Printing

This section covers how to print certain lists of information from your printer and how to cancel a job.

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Sending a Job to Print

To support all of the printer features, use the print driver. When you choose **Print** from a software program, a window representing the print driver opens. Select the appropriate settings for the specific job that you are sending to print. Print settings selected from the driver override the default menu settings selected from the operator panel.

You may need to click **Preferences** from the initial **Print** box to see all of the available system settings you can change. If you are not familiar with a feature in the print driver window, open the online Help for more information.

To print a job from a typical Microsoft® Windows® application:

1. Open the file you want to print.
2. From the **File** menu, select **Print**.
3. Verify that the correct printer is selected in the dialog box. Modify the system settings as appropriate (such as the pages you want to print or the number of copies).
4. Click **Preferences** to adjust system settings that are not available from the first screen, and then click **OK**.
5. Click **OK** or **Print** to send the job to the selected printer.

Canceling a Print Job

There are several methods for canceling a job.

Canceling a Job From the Operator Panel

To cancel a job after it has started printing:

1. Press the **Stop** button.
2. From `Active Jobs`, select `Print`, and then press the **Stop** button.

   Printing is canceled only for the current job. All the following jobs will continue to print.

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Canceling a Job From the Computer Running Windows

Canceling a Job From the Taskbar

When you send a job to print, a small printer icon appears in the bottom right corner of the taskbar.

1. Double-click the printer icon.

   A list of print jobs appears in the printer window.

2. Select the job you want to cancel.

3. Press **Delete** key on the keyboard.

Canceling a Job From the Desktop

1. Click **start** — **Printers and Faxes** (for Windows XP).

   Click **Start** — **Printers and Faxes** (for Windows Server 2003).

   Click **Start** — **Devices and Printers** (for Windows 7 and Windows Server 2008 R2).

   Click **Start** — **Control Panel** — **Hardware and Sound** — **Printers** (for Windows Vista).

   Click **Start** — **Control Panel** — **Printers** (for Windows Server 2008).

2. Double-click the printer that you selected when you sent the job for print.

   A list of print jobs appears in the printer window.

3. Select the job you want to cancel.

4. Press **Delete** key on the keyboard.

Using the Stored Print Function

When you send a job to the printer, you can specify in the driver that you want the printer to store the job in the memory. When you are ready to print the job, go to the printer and use the operator panel menus to identify which job in the memory you want to print.

The stored print function includes the following job types:

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❏ "Secure Print" on page 85

❏ "Sample Print" on page 85

Note:

❏ *Stored Print function is available when:*

- ❏ *The additional memory module is installed.*
- ❏ *The RAM disk is enabled in the operator panel menu.*
- ❏ ***RAM Disk** is set to **Available** in the print driver.*

❏ *The data in memory is cleared when the printer is turned off.*

Secure Print

You can store print jobs temporarily in printer memory and print them later from the operator panel. This feature can be used to print confidential documents. A stored print job will be deleted after you print it or at a designated time.

Note:

❏ *Secure Print is available when you use the PCL driver.*

❏ *Secure Print requires specifying a password for confidentiality.*

Sample Print

When you specify multiple copies for a collated job, this feature allows you to print only the first set for checking, before proceeding to print the remaining copies at the printer. You can select whether the remaining data is printed or deleted.

Note:

❏ *If a print job is too large for the memory available, the print may display error messages.*

❏ *If a document name is not assigned to your print job in the print driver, the job's name will be identified using the printer's time and date of submission to distinguish it from other jobs you have stored under your name.*

❏ *Sample Print is available when you use the PCL driver.*

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Storing Print Jobs

In the print driver, you can specify a setting that enables you to store print jobs in temporary memory. For example, select a job type other than **Normal Print** in the **Paper / Output** tab of the PCL 6 driver. The job will be stored in temporary memory until you request to print it from the operator panel or turn off the printer.

Printing the Stored Jobs

Once jobs are stored, you can use the operator panel to specify printing. Select the job type you are using from Secure Print and Sample Print. Then, select your user ID from a list. Secure Print requires the password you specified in the driver when you sent the job.

To print the stored documents, use the procedure below.

1. Press the ◀ button.
2. Select `Secure Print` or `Sample Print`, and then press the OK button.
3. Select your user ID, and then press the OK button.
4. Select the document you want to print, and then press the OK button.
5. Select the desired job type, and then press the OK button.
6. Select `Use PC Settings` or `Input Number`, and then press the OK button.

   Note:
   When you select `Input Number`*, you can specify the number of copies to be printed before pressing the OK button.*

   The stored document will be printed.

Specifying Your Password on the Operator Panel (Secure Print)

When you select your user ID for Secure Print, the following prompt appears:

```
[_ ]
```

Use the buttons on the operator panel to enter the numeric password you specified in the print driver. The password you entered will be displayed as asterisks (*******) to ensure confidentiality.

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If you enter an invalid password, the message "Wrong password Re-enter" appears. Wait three seconds, or press the OK button to return to the screen for user selection.

When you enter a valid password, you have access to all print jobs matching the user name and password you entered. The print jobs matching the password you entered appear on the screen. You can then choose to print or to delete jobs matching the password you entered. (See "Printing the Stored Jobs" on page 86 for more information.)

Deleting Stored Jobs

With Secure Print, a job that has been stored will be deleted after printing if entered on the operator panel or at turning off the printer.

For Sample Print, these jobs remain stored until you delete them on the operator panel or turn off the printer.

Duplex Printing

Automatic Duplex Printing

Automatic duplex printing (or 2-sided printing) allows you to print on both sides of a sheet of paper. A4, Letter, Folio, and Legal paper sizes are acceptable.

The following procedure uses the PCL 6 driver as an example.

1. Click **start** — **Printers and Faxes** (for Windows XP).

   Click **Start** — **Printers and Faxes** (for Windows Server 2003).

   Click **Start** — **Devices and Printers** (for Windows 7 and Windows Server 2008 R2).

   Click **Start** — **Control Panel** — **Hardware and Sound** — **Printers** (for Windows Vista).

   Click **Start** — **Control Panel** — **Printers** (for Windows Server 2008).

   A list of available printers appears.

2. Right-click the printer and select **Printing Preferences**.

   The **Paper / Output** tab appears.

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3. From **Paper Tray**, select **Tray1**, **Tray2**, or **Auto Paper Select**.

4. From **2 Sided Print**, select **2 Sided Print** or **2 Sided, Flip on Short Edge**.

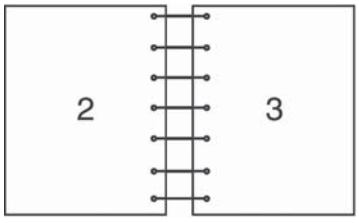
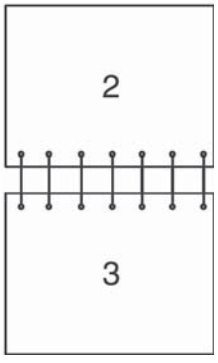
   Note:
   *For details on the **2 Sided Print** and **2 Sided, Flip on Short Edge** options, see "Using Booklet Print" on page 88.*

5. Click **OK**.

Using Booklet Print

To use the Booklet Print feature, select **Booklet Creation** in the **Booklet / Poster / Mixed Document / Rotation** dialog box displayed by clicking the **Booklet / Poster / Mixed Document / Rotation** button in the **Layout** tab of the printer printing preferences dialog box. **2 Sided Print** binding position is selected by default. If you want to change the position, select **2 Sided, Flip on Short Edge** from the **2 Sided Print** menu in the **Paper / Output** tab of the printer printing preferences dialog box.

Note:
*To use the booklet printing, select **Tray1**, **Tray2**, or **Auto Paper Select** for **Paper Tray** in the **Paper / Output** tab. Do not select **Manual Feeder**.*

<table>
<tr><td>2 Sided Print</td><td colspan="2">Assumes binding along the long edge of the page (left edge for portrait orientation and top edge for landscape orientation). The following illustration shows long-edge binding for portrait and landscape pages:</td></tr>
<tr><td></td><td>Portrait
 
</td><td>Landscape
 
</td></tr>
</table>

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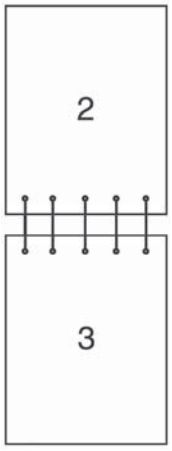
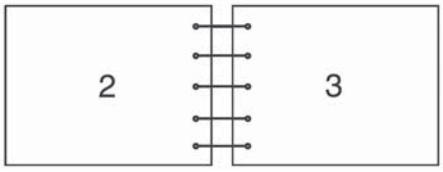
2 Sided, Flip on Short Edge	Assumes binding along the short edge of the page (top edge for portrait orientation and left edge for landscape orientation). The following illustration shows short-edge binding for portrait and landscape pages:	
	Portrait	Landscape
		

Selecting Printing Options

Selecting Printing Preferences (Windows)

Printer preferences control all of your print jobs, unless you override them specifically for a job. For example, if you want to use duplex printing for most jobs, set this option in printer settings.

The following procedure uses the PCL 6 driver as an example.

To select printer preferences:

1. Click **start** — **Printers and Faxes** (for Windows XP).

   Click **Start** — **Printers and Faxes** (for Windows Server 2003).

   Click **Start** — **Devices and Printers** (for Windows 7 and Windows Server 2008 R2).

   Click **Start** — **Control Panel** — **Hardware and Sound** — **Printers** (for Windows Vista).

   Click **Start** — **Control Panel** — **Printers** (for Windows Server 2008).

   A list of available printers appears.

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2. Right-click the icon for your printer, and then select **Printing Preferences**.

3. Select the **Advanced Settings** tab, and then click **Defaults**.

4. Make selections on the driver tabs, and then click **OK** to save your selections.

Note:
*For more information about Windows print driver options, click **Help** on the print driver tab to view the online help.*

Selecting Options for an Individual Job (Windows)

If you want to use special printing options for a particular job, change the driver settings before sending the job to the printer. For example, if you want to use Photo print-quality mode for a particular graphic, select this setting in the driver before printing that job.

The following procedure uses the PCL 6 driver as an example.

1. With the desired document or graphic open in your application, access the **Print** dialog box.

2. Select the printer and click **Preferences** to open the print driver.

3. Make selections on the driver tabs. See the following table for specific printing options.

   Note:
   *In Windows XP, Windows Server 2003, Windows Server 2008, Windows Vista, Windows Server 2008 R2, and Windows 7, you can save current printing options with a distinctive name and apply them to other print jobs. Select either the **Paper / Output**, **Image Options**, **Layout**, **Watermarks / Forms**, or **Advanced Settings** tab, and then click **Save** on the **Paper / Output** tab. Click **Help** for more information.*

4. Click **OK** to save your selections.

5. Print the job.

See the following table for specific printing options:

The table shown below uses the PCL 6 driver as an example.

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Printing Options for Windows

Operating System	Driver Tab	Printing Options
Windows XP, Windows XP x 64bit, Windows Server 2003, Windows Server 2003 x 64bit, Windows Vista, Windows Vista x 64bit, Windows Server 2008, Windows Server 2008 x 64bit, Windows Server 2008 R2, Windows 7, or Windows 7 x 64bit	**Paper / Output** tab	❏ Job Type ❏ Saved Settings ❏ 2 Sided Print ❏ Output Color ❏ Quantity ❏ Paper Summary ❏ Paper Size ❏ Paper Tray ❏ Paper Type ❏ Manual Feeder Feed Orientation ❏ Covers / Separators ❏ Envelope/Paper Setup Wizard ❏ Printer Status ❏ Defaults
	Image Options tab	❏ Output Color ❏ Image Quality ❏ Output Recognition ❏ Image Adjustment Mode ❏ Image Types ❏ Image Auto Correction ❏ Image Settings ❏ Color Balance ❏ Profile Settings ❏ Defaults
	Layout tab	❏ Image Orientation ❏ Multiple-Up ❏ Booklet / Poster / Mixed Document / Rotation ❏ Fit to New Paper Size ❏ Specify Zoom ❏ Image Shift / Print Position ❏ Defaults

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Operating System	Driver Tab	Printing Options
Windows XP, Windows Server 2003, Windows Vista, Windows Server 2008, or Windows 7	**Watermarks / Forms** tab	❏ Watermarks ❏ New Watermark ❏ New Watermark (Bitmap) ❏ Edit Watermark ❏ Delete Watermark ❏ Apply to First Page Only ❏ Forms ❏ No Forms ❏ Create / Register Forms ❏ Image Overlay ❏ Annotation ❏ Defaults
Windows XP, Windows XP x 64bit, Windows Server 2003, Windows Server 2003 x 64bit, Windows Vista, Windows Vista x 64bit, Windows Server 2008, Windows Server 2008 x 64bit, Windows Server 2008 R2, Windows 7, or Windows 7 x 64bit	**Advanced Settings** tab	❏ Skip Blank Pages ❏ Draft Mode ❏ Banner Sheet ❏ Substitute Tray ❏ Other Settings (Graphics Settings) ❏ Items ❏ Settings for ❏ Paper Tray Selection Method ❏ Specify Font ❏ About ❏ Defaults

Selecting Options for an Individual Job (Mac OS X)

To select print settings for a particular job, change the driver settings before sending the job to the printer.

1. With the document open in your application, click **File**, and then click **Print**.

2. Select the desired printing options from the menus and drop-down lists that are displayed.

   Note:
   *In Mac OS® X, click **Save as** on the **Presets** menu screen to save the current printer settings. You can create multiple presets and save each with its own distinctive name and printer settings. To print jobs using specific printer settings, click the applicable saved preset in the **Presets** list.*

3. Click **Print** to print the job.

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Mac OS X Print Driver Printing Options:

The table shown below uses Mac OS X 10.6 TextEdit as an example.

Printing options for Mac OS X

Item	Printing Options
	❏ Copies ❏ Collated ❏ Pages ❏ Paper Size ❏ Orientation
Layout	❏ Pages per Sheet ❏ Layout Direction ❏ Border ❏ Two-Sided
Color Matching	❏ ColorSync ❏ Profile
Paper Handling	❏ Pages to Print ❏ Page Order ❏ Destination Paper Size
Paper Feed	❏ All pages From ❏ First Pages From ❏ Remaining From
Cover Page	❏ Print Cover Page ❏ Cover Page Type ❏ Billing Info
Scheduler	❏ Print Document ❏ Priority
Job Accounting	❏ Account Mode ❏ User Details Setup
Job Type	❏ Job Type ❏ Setup ❏ Defaults

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Item	Printing Options
Image Options	❏ Output Color ❏ Image Quality ❏ Brightness ❏ Basic Features/Advanced Features ❏ Image Type ❏ Image Adjustment ❏ Screen ❏ Color Balance ❏ Defaults
Printer Features	❏ Feature Sets ❏ Gray Guaranteed ❏ Feed Orientation ❏ Paper Type ❏ Substitute Tray ❏ Custom Paper Auto Orientation ❏ Image Enhancement ❏ Draft Mode ❏ Skip Blank Pages ❏ Halftone Screen Lock ❏ High speed for monochrome documents ❏ Trapping ❏ Letterhead Duplex Mode
Summary	

Printing Custom Size Paper

This section explains how to print on custom size paper using the print driver.

Custom size paper can be loaded in the SSF and standard 250-sheet tray. The way to load custom size paper in the SSF is the same as the one to load standard size paper. The way to load custom size paper in the standard 250-sheet tray is the same as the one to load standard size paper.

Note:
Custom size paper cannot be loaded in the optional 250-sheet paper cassette unit.

See Also:
❏ *"Loading Print Media in the Single Sheet Feeder (SSF)" on page 78*

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❏ *"Loading Print Media in the Standard 250-Sheet Tray and the Optional 250-Sheet Paper Cassette Unit" on page 73*

❏ *"Setting Paper Sizes and Types" on page 81*

Defining Custom Paper Sizes

Before printing, set the custom size on the print driver.

Note:
When setting the paper size on the print driver and the operator panel, be sure to specify the same size as the actual print media used. Setting the wrong size for printing can cause printer failure. This is especially true if you configure a bigger size when using a narrow width paper.

Using the Windows Print Driver

On the Windows print driver, set the custom size in the **Custom Paper Size** dialog box. This section explains the procedure using Windows XP and the PCL 6 driver as an example.

For Windows XP or later, an administrator's password only allows users with administrator rights to change the settings. Users without the rights of administrator can only view the contents.

1. Click **start** — **Printers and Faxes**.
2. Right-click the printer, and then select **Properties**.
3. Select the **Configuration** tab.
4. Click **Custom Paper Size**.
5. Select the custom setup you want to define from **Details**.
6. Specify the length of the short edge and long edge under **Settings for**. You can specify the values either by entering them directly or using the **Up Arrow** and **Down Arrow** buttons. The length of the short edge cannot be longer than the long edge, even if it is within the specified range. The length of the long edge cannot be shorter than the short edge, even if it is within the specified range.
7. To assign a paper name, select the **Name Paper Size** check box, and then enter the name in **Paper Name**. Up to 14 characters can be used for the paper name.
8. If necessary, repeat steps 5 to 7 to define another custom size.

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9. Click **OK** twice.

Printing on Custom Size Paper

Use the following procedures to print using either the Windows or Mac OS X print drivers.

Using the Windows Print Driver

To print on custom size paper using the PCL 6 driver as an example:

Note:
*The way to display the printer **Properties** dialog box differs according to the application software. Refer to the manual of each application software.*

1. From the **File** menu, select **Print**.
2. Select the printer as the printer to be used and click **Preferences**.
3. Select the **Paper / Output** tab.
4. Select the size of the original document from **Paper Size**.
5. Select the appropriate paper type from **Paper Type**.
6. Click the **Layout** tab.
7. From **Fit to New Paper Size**, select **Same as Paper Size**.
8. Click **OK**.
9. Click **Print** in the **Printer** dialog box to start printing.

Using the Mac OS X Print Driver

This section explains the procedure using Mac OS X 10.6 TextEdit as an example.

1. From the **File** menu, select **Page Setup**.
2. Select the printer as the printer to be used from **Format For**.
3. From **Paper Size**, select **Manage Custom Sizes**.

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4. In the **Custom Page Sizes** window, click **+**.

   A newly created setting "Untitled" is displayed in the list.

5. Double-click "Untitled" and enter the name for the setting.

6. Enter the size of the original document in the **Width** and **Height** boxes of **Paper Size**.

7. Specify **Non-Printable Area** if necessary.

8. Click **OK**.

9. From the **File** menu, select **Print**.

10. Click **Print** in the **Print** dialog box to start printing.

Auditron

Auditron contains an authentication function that can set limits on what processes can be used, as well as an account management that can be used to control usage based on authentication.

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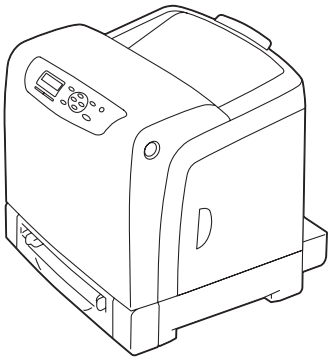
The following table shows how the printer works with Auditron.

	Registered user A	Can print up to 10,000 pages in black and white
	Registered user B	Can print up to 10,000 pages in color or black and white
	System administrator C	Reference account report for each registered user
	Normal user D	Print account report
		Cannot print if not a registered user, or if the printed pages exceeds the limit

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Checking Status of Print Data

Checking Status (Windows Only)

Printer information and status are displayed on the Status Monitor window. Double-click the Status Monitor printer icon on the taskbar at the bottom right of the screen. From the displayed window, check the column **Status**.

You can change the display contents with the button on the left of the Status Monitor window.

Status Settings button: Displays the **Status Settings** dialog box and allows you to check the printer name, printer connection port, and printer status.

For more information about Status Monitor, see Help: The following procedure uses Windows XP as an example:

1. Click **start** — **All Programs**.
2. Select **EPSON**.
3. Select **Status Monitor**.
4. Select **Status Monitor Help**.

See Also:
"Status Monitor (Windows Only)" on page 36

Checking Status in EpsonNet Config (Windows & Mac OS X)

You can check the status of the print job sent to the printer at the **Status** tab of EpsonNet Config.

See Also:
"Printer Management Software" on page 35

Printing a Report Page

You can print a variety of settings for your printer including printer settings, panel settings, job history, error history, print meter, font list, macro list, and stored document list. This section describes how to print a report page.

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Printing a Printer Settings Page

To verify detailed printer settings, print a printer settings page. A printed printer settings page also allows you to verify whether or not options have been installed properly.

See Also:
"Understanding the Printer Menus" on page 104

1. Press the (**Menu**) button.
2. Select `Report/List`, and then press the (OK) button.
3. Select `Printer Settings`, and then press the (OK) button.

   The printer settings page is printed.

If any message appears when you print this page, see the online **Help** for more information.

Printer Settings

You can select menu items and corresponding values from the operator panel.

When you first browse through the menus from the operator panel, you see some menu items marked with an asterisk (*).

These items are the factory default and original system settings.

Note:
Factory defaults may vary for different regions.

When you select a new setting from the operator panel, the item selected is marked with an asterisk (*) to identify it as the current user default menu setting.

These settings are active until new ones are selected or the factory defaults are restored.

To select a new value as a setting:

1. Press the (**Menu**) button.
2. Select the desired menu, and then press the (OK) button.
3. Select the desired menu or menu item, and then press the (OK) button.

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- ❏ If the selection is a menu, the menu is opened and the first system setting in the menu appears.
- ❏ If the selection is a menu item, the default menu setting for the menu item appears. (The current user default menu setting is marked with an asterisk (*).)

Each menu item has a list of values for the menu item. A value can be:

- ❏ A phrase or word to describe a setting
- ❏ A numerical value that can be changed
- ❏ An On or Off setting

4. Select the desired value, and then press the OK button.
5. Press the ↩ (**Back**) or ◀ button to return to the previous menu.

   To continue setting other items, select the desired menu. To quit setting new values, press the ↩ (**Back**) button.

Driver settings may override changes previously made and may require you to change the operator panel defaults.

Printing With Web Services on Devices (WSD)

This section provides information for network printing with WSD, the new Microsoft protocol for Microsoft Windows Vista, Windows Server 2008, Windows Server 2008 R2, and Windows 7.

Adding Roles of Print Services

When you use Windows Server 2008 or Windows Server 2008 R2, you need to add the roles of print services to the Windows Server 2008 or Windows Server 2008 R2 client.

For Windows Server 2008:

1. Click **Start** — **Administrative Tools** — **Server Manager**.
2. Select **Add Roles** from the **Action** menu.
3. Select the **Print Services** check box on the **Server Roles** window in the **Add Roles Wizard**, and then click **Next**.

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4. Click **Next**.
5. Select the **Print Server** check box, and then click **Next**.
6. Click **Install**.

For Windows Server 2008 R2:

1. Click **Start** — **Administrative Tools** — **Server Manager**.
2. Select **Add Roles** from the **Action** menu.
3. Select the **Print and Document Services** check box on the **Server Roles** window in the **Add Roles Wizard**, and then click **Next**.
4. Click **Next**.
5. Select the **Print Server** check box, and then click **Next**.
6. Click **Install**.

Printer Setup

You can install your new printer on the network using the **Software Disc** that shipped with your printer, or using Microsoft Windows' **Add Printer** wizard. The following procedure uses the PCL 6 driver as an example.

Installing a Print Driver Using the Add Printer Wizard

1. Click **Start** — **Control Panel** — **Hardware and Sound** — **Printers** (**Start** — **Devices and Printers** for Windows Server 2008 R2 and Windows 7).
2. Click **Add a printer** to launch the **Add Printer** wizard.
3. Select **Add a network**, wireless or **Bluetooth printer**.
4. In the list of available printers, select the one you want to use, and then click **Next**.

   Note:
   - ❏ *In the list of available printers, the WSD printer is displayed in the form of* ***http://IP address/ws/****.*

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❏ *If no WSD printer is displayed in the list, enter the printer's IP address manually to create a WSD printer. To enter the printer's IP address manually, follow the instructions below.*
For Windows Server 2008 R2, to create a WSD printer, you must be a member of Administrators group.
1. Click ***The printer that I want isn't listed****.*
2. Select ***Add a printer using a TCP/IP address or hostname*** *and click* ***Next****.*
3. Select ***Web Services Device*** *from* ***Device type****.*
4. Enter the printer's IP address in ***Hostname or IP address*** *and click* ***Next****.*

❏ *Before installing the driver using the* ***Add Printer*** *wizard on Windows Server 2008 R2 or Windows 7, perform one of the following:*
- Establish the Internet connection so that Windows Update can scan your computer.
- Add the print driver to your computer.

5. If prompted, install the print driver on your computer. If you are prompted for an administrator password or confirmation, enter the password or provide confirmation.

6. Complete the additional steps in the wizard, and then click **Finish**.

7. Print a test page to verify print installation.

   a Click **Start** — **Control Panel** — **Hardware and Sound** — **Printers** (**Start** — **Devices and Printers** for Windows Server 2008 R2 and Windows 7).

   b Right-click the printer you just created, and then click **Properties** (**Printer properties** for Windows Server 2008 R2 and Windows 7).

   On the **Options** tab, set each setting item, and then click **Apply**.

   c On the **General** tab, click **Print Test Page**. When a test page prints successfully, installation is complete.

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Chapter 6

Using the Operator Panel Menus

Understanding the Printer Menus

When your printer is connected to a network and available to a number of users, the access to the Admin Menu can be limited. This prevents other users from using the operator panel to inadvertently change a user default that has been set by the administrator.

However, you can use your print driver to override user defaults and select settings for individual print jobs.

Report/List

Use the Report/List menu to print various types of reports and lists.

Printer Settings

Purpose:
To print a list of the current user default values, the installed options, the amount of installed print memory, and the status of printer supplies.

Panel Settings

Purpose:
To print a detailed list of all the settings on the operator panel menus.

PCL Fonts List

Purpose:
To print a sample of the available PCL fonts.

PCL Macro List

Purpose:
To print the information on the downloaded PCL macro.

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PS Fonts List

Purpose:
To print a sample of the available PS fonts.

Job History

Purpose:
To print a detailed list of the print jobs that have been processed. This list contains the last 20 jobs.

Error History

Purpose:
To print a detailed list of paper jams and fatal errors.

Print Meter

Purpose:
To print the reports for the total number of pages printed.

Stored Documents

Note:
Stored Documents feature is available only when the 512 MB additional memory module is installed on the printer and `RAM Disk` *under* `System Settings` *is enabled.*

Purpose:
To print a list of all files stored for `Secure Print` and `Sample Print` in the RAM disk.

Billing Meters

Purpose:
To check the total number of printed pages.

Values:

Total Impression	Displays the total number of color and monochrome prints (Color Impression + Black Impression).
Color Impression	Displays the total number of color prints.
Black Impression	Displays the total number of monochrome prints.

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Admin Menu

Use the Admin Menu menu to configure a variety of printer features.

PCL Settings

Use the PCL Settings menu to change printer settings that only affect jobs using the PCL emulation printer language.

Note:
Values marked by an asterisk (*) are the factory default menu settings.

Paper Tray

Purpose:
To specify the default paper tray.

Values:

Auto*
Tray 1
Tray 2[*1]
Manual Feed

[*1] Tray 2 is available only when the optional 250-sheet paper cassette unit is installed.

Output Size

Purpose:
To specify the default paper size.

Values:

mm series

A4 - 210x297[*1]
A5 - 148x210
B5 - 182x257
Letter - 8.5x11

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US Folio-8.5x13			
Legal - 8.5x14			
Executive			
Monarch Env.			
DL Env - 110x220			
C5 Env - 162x229			
#10Env - 4.1x9.5			
New Custom Size	**Portrait (Y)**	297 mm*	Specifies the length of the custom size paper.
		127 - 355 mm	
	Landscape (X)	210 mm*	Specifies the width of the custom size paper.
		77 - 215 mm	

*1 The default for `Output Size` varies depending on country-specific factory.

inch series

Letter - 8.5x11[*1]
US Folio-8.5x13
Legal - 8.5x14
A4 - 210x297
A5 - 148x210
B5 - 182x257
Executive
Monarch Env.
DL Env- 110x220
C5 Env- 162x229
#10Env- 4.1x9.5

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New Custom Size	**Portrait (Y)**	11.7 inch*	Specifies the length of the custom size paper.
		5.0-14.0 inches	
	Landscape (X)	8.3 inch*	Specifies the width of the custom size paper.
		3.0-8.5 inches	

*1 The default for `Output Size` varies depending on country-specific factory.

Note:
Selecting a custom size for the paper size prompts you to enter a custom length and width.

Orientation

Purpose:
To specify how text and graphics are oriented on the page.

Values:

Portrait*	Prints text and graphics parallel to the short edge of the paper.
Landscape	Prints text and graphics parallel to the long edge of the paper.

2-Sided

Purpose:
To specify whether to print on both sides of a sheet of paper.

Values:

2-Sided Print	**Off***	Does not print on both sides of a sheet of paper.
	On	Prints on both sides of a sheet of paper.
Binding Edge	**Long Edge Flip***	Prints on both sides of a sheet of paper to be bound by long edge.
	Short Edge Flip	Prints on both sides of a sheet of paper to be bound by short edge.

Font

Purpose:
To specify the default font from the fonts registered in the printer.

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Values:

Courier*	**Helvetica**	**ITC A G Go Dm**
Courier It	**Helvetica Ob**	**ITC A G Go DmOb**
Courier Bd	**Helvetica Bd**	**ZapfC MdIt**
Courier BdIt	**Helvetica BdOb**	**ZapfDingbats**
LetterGothic	**CourierPS**	**CG Times**
LetterGothic It	**CourierPS Ob**	**CG Times It**
LetterGothic Bd	**CourierPS Bd**	**CG Times Bd**
Albertus Md	**CourierPS BdOb**	**CG Times BdIt**
Albertus XBd	**SymbolPS**	**Univers Md**
Clarendon Cd	**Palatino Roman**	**Univers MdIt**
Coronet	**Palatino It**	**Univers Bd**
Marigold	**Palatino Bd**	**Univers BdIt**
Arial	**Palatino BdIt**	**Univers MdCd**
Arial It	**ITCBookman Lt**	**Univers MdCdIt**
Arial Bd	**ITCBookman LtIt**	**Univers BdCd**
Arial BdIt	**ITCBookmanDm**	**Univers BdCdIt**
Times New	**ITCBookmanDm It**	**AntiqueOlv**
Times New It	**HelveticaNr**	**AntiqueOlv It**
Times New Bd	**HelveticaNr Ob**	**AntiqueOlv Bd**
Times New BdIt	**HelveticaNr Bd**	**CG Omega**
Symbol	**HelveticaNrBdOb**	**CG Omega It**
Wingdings	**N C Schbk Roman**	**CG Omega Bd**
Line Printer	**N C Schbk It**	**CG Omega BdIt**
Times Roman	**N C Schbk Bd**	**GaramondAntiqua**
Times It	**N C Schbk BdIt**	**Garamond Krsv**
Times Bd	**ITC A G Go Bk**	**Garamond Hlb**

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Times BdIt	**ITC A G Go BkOb**	**GaramondKrsvHlb**

Symbol Set

Purpose:
To specify a symbol set for a specified font.

Values:

ROMAN-8*	**WIN L1**	**ISO-6**
ISO L1	**WIN L2**	**ISO-11**
ISO L2	**WIN L5**	**ISO-15**
ISO L5	**DESKTOP**	**ISO-17**
ISO L6	**PS TEXT**	**ISO-21**
PC-8	**MC TEXT**	**ISO-60**
PC-8 DN	**MS PUB**	**ISO-69**
PC-775	**MATH-8**	**WIN 3.0**
PC-850	**PS MATH**	**WINBALT**
PC-852	**PI FONT**	**SYMBOL**
PC-1004	**LEGAL**	**WINGDINGS**
PC-8 TK	**ISO-4**	**DNGBTSMS**

Font Size

Purpose:
To specify the font size for scalable typographic fonts, within the range of 4.00 to 50.00. The default is 12.00.

Font size refers to the height of the characters in the font. One point equals approximately 1/72 of an inch.

Note:
The `Font Size` *menu is only displayed for typographic fonts.*

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Font Pitch

Purpose:
To specify the font pitch for scalable mono spaced fonts, within the range of 6.00 to 24.00. The default is 10.00.

Font pitch refers to the number of fixed-space characters in a horizontal inch of type. For nonscheduled mono spaced fonts, the pitch is displayed, but cannot be changed.

Note:
The `Font Pitch` *menu is only displayed for fixed or mono spaced fonts.*

Form Line

Purpose:
To set the number of lines in a page.

Values:

64[*1] (mm series)/**60**[*1] (inch series)	Sets the value in increments of 1.
5–128	

[*1] Denotes country-specific factory default values.

The printer sets the amount of space between each line (vertical line spacing) based on the `Form Line` and `Orientation` menu items. Select the correct `Form Line` and `Orientation` before changing `Form Line`.

Quantity

Purpose:
To set the default print quantity, within the range of 1 to 999. The default is 1. (Set the number of copies required for a specific job from the print driver. Values selected from the print driver always override values selected from the operator panel.)

Image Enhance

Purpose:
To specify whether to enable the Image Enhance feature, which makes the boundary line between black and white smoother to decrease jagged edges and enhance the visual appearance.

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Values:

On*	Enables the Image Enhance feature.
Off	Disables the Image Enhance feature.

Hex Dump

Purpose:
To help isolate the source of a print job problem. With Hex Dump selected, all data sent to the printer is printed in hexadecimal and character representation. Control codes are not executed.

Values:

Disable*	Disables the Hex Dump feature.
Enable	Enables the Hex Dump feature.

Draft Mode

Purpose:
To save toner by printing in the draft mode. The print quality is reduced when you print in the draft mode.

Values:

Disable*	Does not print in the draft mode.
Enable	Prints in the draft mode.

LineTermination

Purpose:
To add the line termination commands.

Values:

Off*	The line termination command is not added. CR=CR, LF=LF, FF=FF
Add-LF	The LF command is added. CR=CR-LF, LF=LF, FF=FF

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Add-CR	The CR command is added. CR=CR, LF=CR-LF, FF=CR-FF
CR-XX	The CR and LF commands are added. CR=CR-LF, LF=CR-LF, FF=CR-FF

Output Color

Purpose:
To specify the color mode to `Color` or `Black and White`. This setting is used for a print job that does not specify a print mode.

Values:

Black and White*	Prints in the black and white mode.
Color	Prints in the color mode.

PS Settings

Use the PS Settings menu to change printer settings that only affect jobs using the PostScript emulation printer language.

Note:
Values marked by an asterisk (*) are the factory default menu settings.

PS Error Report

Purpose:
To specify whether to print the contents of PostScript errors.

Values:

Off	Dose not print the PS error report.
On*	Prints the PS error report.

PS Job Time-out

Purpose:
To specify the runtime of one PostScript job.

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Values:

Off*		Does not set the runtime of a PostScript job.
On	**1 min.**	Sets the runtime of a PostScript job.
	1-900 min.	

Paper Select Mode

Purpose:
To set the way to select the paper tray for PostScript mode.

Values:

Auto*	Automatically selects the paper tray for PostScript mode.
Select FromTray	Manually selects the paper tray for PostScript mode.

Output Color

Purpose:
To set the default color for PostScript.

Values:

Color*	Prints in color mode.
Black and White	Prints in black and white mode.

Wired Network

Use the`Wired Network` menu to change the printer settings affecting jobs sent to the printer through the wired network.

Note:
Values marked by an asterisk (*) are the factory default menu settings.

Ethernet

Purpose:
To specify the communication speed and the duplex settings of Ethernet. The change becomes effective after the printer is turned off and then on again.

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Values:

Auto*	Detects the Ethernet settings automatically.
10BASE-T Half	Uses 10BASE-T Half-duplex.
10BASE- T Full	Uses 10BASE-T Full-duplex.
100BASE- TX Half	Uses 100BASE-TX Half-duplex.
100BASE- TX Full	Uses 100BASE-TX Full-duplex.
1000BASE- T Full	Uses 1000BASE-T Full-duplex.

TCP/IP

Purpose:
To configure TCP/IP settings.

Values:

IP Mode	**Dual Stack***	Uses both IPv4 and IPv6 to set the IP address.
	IPv4	Uses IPv4 to set the IP address.
	IPv6	Uses IPv6 to set the IP address.

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IPv4	**Get IP Address**	**DHCP / Autonet***	Sets the IP address automatically. A random value in the range of 169.254.1.0 to 169.254.254.255 that is not currently in use on the network is set as the IP address. The subnet mask is set as 255.255.0.0.
		BOOTP	Sets the IP address using BOOTP.
		RARP	Sets the IP address using RARP.
		DHCP	Sets the IP address using DHCP.
		Panel	Use this option when you want to set the IP address manually on the operator panel.
	IP Address		When an IP address is being set manually, the IP is allocated to the printer using the format *nnn.nnn.nnn.nnn*. Each octet that makes up *nnn.nnn.nnn.nnn* is a value in the range of 0 to 254. 127 and any value in the range of 224 to 254 cannot be specified for the first octet of a gateway address.
	Subnet Mask		When an IP address is being set manually, the subnet mask is specified using the format *nnn.nnn.nnn.nnn*. Each octet that makes up *nnn.nnn.nnn.nnn* is a value in the range of 0 to 255. 255.255.255.255 cannot be specified as the subnet mask.
	Gateway Address		When an IP address is being set manually, the gateway address is specified using the format *nnn.nnn.nnn.nnn*. Each octet that makes up *nnn.nnn.nnn.nnn* is a value in the range of 0 to 254. 127 and any value in the range of 224 to 254 cannot be specified for the first octet of a gateway address.
IPsec	**Disable***		Disables IPsec.

Note:
To enable IPsec, use "EpsonNet Config" on page 35. For details, refer to the Help on the Software Disc.

Protocol

Purpose:
To enable or disable each protocol. The change becomes effective after the printer is turned off and then on again.

Values:

LPD	**Disable**	Disables the Line Printer Daemon (LPD) port.
	Enable*	Enables the LPD port.

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Port9100	**Disable**	Disables the Port9100 port.
	Enable*	Enables the Port9100 port.
IPP	**Disable**	Disables IPP port.
	Enable*	Enables IPP port.
SMB (TCP/IP)	**Disable***	Disables SMB TCP/IP port.
	Enable	Enables SMB TCP/IP port.
WSD	**Disable**	Disables WSD port.
	Enable*	Enables WSD port.
SNMP (UDP/IP)	**Disable**	Disables the Simple Network Management Protocol (SNMP) UDP port.
	Enable*	Enables the SNMP UDP port.
StatusMessenger	**Disable**	Disables the E-Mail Alert feature.
	Enable*	Enables the E-Mail Alert feature.
InternetServices	**Disable**	Disables an access to **EpsonNet Config** embedded in the printer.
	Enable*	Enables an access to **EpsonNet Config** embedded in the printer.
Bonjour(mDNS)	**Disable**	Disables Bonjour (mDNS).
	Enable*	Enables Bonjour (mDNS).
HTTP-SSL/TLS	**Disable**	Disables HTTP-SSL/TLS.
	Enable*	Enables HTTP-SSL/TLS.

IP Filter

Note:
IP Filter feature is available only when `Protocol` *is set to* `LPD` *or* `Port9100`.

Purpose:
To block data received from certain IP addresses through the wired network. You can set up to five IP addresses. The change becomes effective after the printer is turned off and then on again.

Values:

No. n / Address (n is 1–5.)	Sets the IP address for Filter *n*.

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No. n / Mask (n is 1–5.)		Sets the address mask for Filter *n*.
No. n / Mode (n is 1–5.)	**Off***	Disables the IP Filter feature for Filter *n*.
	Accept	Accepts an access from the specified IP address.
	Reject	Rejects an access from the specified IP address.

IEEE 802.1x

Note:

- ❏ *IEEE 802.1x feature is available only when the printer is connected using LAN cable and it is available only when the IEEE 802.1 authentication is enabled.*
- ❏ *To enable IEEE 802.1x, use "EpsonNet Config" on page 35. For details, refer to the Help on the Software Disc.*

Purpose:
To disable IEEE 802.1x authentication. The change becomes effective after the printer is turned off and then on again.

Value:

Disable	Disables IEEE 802.1x.

Initialize NVM

Purpose:
To initialize wired network data stored in non-volatile memory (NVM). After executing this function and rebooting the printer, all wired network settings are reset to their default values.

Adobe Protocol

Purpose:
To set the PostScript communications protocol.

Values:

Auto*	Sets the PostScript communications protocol automatically.
Standard	Sets the PostScript communications protocol to `Standard`.
BCP	Sets the PostScript communications protocol to `BCP`.

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TBCP	Sets the PostScript communications protocol to TBCP.
Binary	Sets the PostScript communications protocol to Binary.

USB Settings

Use the USB Settings menu to change printer settings affecting a USB port.

Note:
Values marked by an asterisk (*) are the factory default menu settings.

Port Status

Purpose:
To specify whether to enable the USB port. The change becomes effective after the printer is turned off and then on again.

Values:

Disable	Disables the USB interface.
Enable*	Enables the USB interface.

Adobe Protocol

Purpose:
To set the PostScript communications protocol.

Values:

Auto	Sets the PostScript communications protocol automatically.
Standard	Sets the PostScript communications protocol to Standard.
BCP	Sets the PostScript communications protocol to BCP.
TBCP*	Sets the PostScript communications protocol to TBCP.
Binary	Sets the PostScript communications protocol to Binary.

System Settings

Use System Settings to configure a variety of printer features.

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Note:
Values marked by an asterisk (*) are the factory default menu settings.

Power Saver Time

Purpose:
To specify the time for transition to power saver mode.

Values:

Low Power Timer	**3min***	Specifies the time taken by the printer to enter Low Power mode after it finishes a job.
	3–60 min.	
Sleep Timer	**6min***	Specifies the time taken by the printer to enter Sleep mode after it has entered Low Power mode.
	1–6 min.	

Enter 5 to put the printer in power saver mode five minutes after it finishes a job. This uses much less energy, but requires more warm-up time for the printer. Enter 5 if your printer shares an electrical circuit with room lighting and you notice lights flickering.

Select a high value if your printer is in constant use. In most circumstances, this keeps the printer ready to operate with minimum warm-up time. Select a value between 5 and 30 minutes for power saver mode if you want a balance between energy consumption and a shorter warm-up period.

The printer automatically returns to the standby mode from the power saver mode when it receives data from the computer. You can also change the status of the printer to the standby mode by pressing the (**Energy Saver**) button on the operator panel.

Auto Reset

Purpose:
To automatically reset the settings to the default settings and return to the standby mode after you do not specify any settings for the specified time.

Values:

45sec*
1min
2min
3min

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4min

Fault Time-out

Purpose:
To specify the amount of time the printer waits before canceling a job that stops abnormally. The print job is cancelled if the time-out time is exceeded.

Values:

Off		Disables the fault time-out.
On*	**60sec***	Sets the amount of time the printer waits before canceling a job that stops abnormally.
	3–300 sec.	

Job Time-out

Purpose:
To specify the amount of time the printer waits for data to arrive from the computer. The print job is cancelled if the time-out time is exceeded.

Values:

Off		Disables the job time-out.
On*	**30sec***	Sets the time the printer waits for data to arrive from the computer.
	5–300 sec.	

Clock Settings

Purpose:
To specify the date and time formats.

Values:

Set Date & Time	**Time Zone**	Sets the time zone.
	Set Date	Sets the date depending on the `Date Format` settings.
	Set Time	Sets the time.

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Date Format	**yy/mm/dd**	Sets the date format.
	mm/dd/yy	
	dd/mm/yy*	
Time Format	**12H**	Sets the time in 12-hour format.
	24H*	Sets the time in 24-hour format.

*1 The default for Date Format varies depending on country-specific factory default.

Audio Tones

Purpose:
To configure settings for tones emitted by the printer during operation or when a warning message appears.

Values:

Control Panel	**Off***	Does not emit a tone when the operator panel input is correct.
	On	Emits a tone when the operator panel input is correct.
Invalid Key	**Off***	Does not emit a tone when the operator panel input is incorrect.
	On	Emits a tone when the operator panel input is incorrect.
Machine Ready	**Off**	Does not emit a tone when the printer is ready to process a job.
	On*	Emits a tone when the printer is ready to process a job.
Job Completed	**Off**	Does not emit a tone when a job is complete.
	On*	Emits a tone when a job is complete.
Fault Tone	**Off**	Does not emit a tone when a job ends abnormally.
	On*	Emits a tone when a job ends abnormally.
Alert Tone	**Off**	Does not emit a tone when a problem occurs.
	On*	Emits a tone when a problem occurs.
Out of Paper	**Off**	Does not emit a tone when the printer runs out of paper.
	On*	Emits a tone when the printer runs out of paper.
Low Toner Alert	**Off**	Does not emit a tone when a toner is low.
	On*	Emits a tone when a toner is low.

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AutoClear Alert	**Off***	Does not emit a tone 5 seconds before the printer performs auto clear.
	On	Emits a tone 5 seconds before the printer performs auto clear.
All Tones	**Off**	Disables all the alert tones.
	On*	Sets the volume of all the alert tones at once.

mm / inch

Purpose:
To specify the default measurement unit displayed after the numeric value on the operator panel.

Values:

Millimeters (mm)*	Selects millimeter as the default measurement unit.
Inches (")	Selects inch as the default measurement unit.

Note:
The default for `mm/inch` *varies depending on other settings, such as* `Country` *and* `Document Size`.

DefaultPaperSize

Purpose:
To specify the default paper size.

Values:

A4 - 210x297
Letter - 8.5x11

Note:
The default for `DefaultPaperSize` *varies depending on country-specific factory default.*

Auto Job History

Purpose:
To automatically print a job history report after every 20 jobs.

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Values:

Off*	Does not automatically print a job history report.
On	Automatically prints a job history report.

The Job History report can also be printed using the Report/List menu.

Print ID

Purpose:
To specify a location where the user ID is printed.

Values:

Off*	Does not print the user ID.
Top Left	Prints the user ID on the top left of the page.
Top Right	Prints the user ID on the top right of the page.
Bottom Left	Prints the user ID on the bottom left of the page.
Bottom Right	Prints the user ID on the bottom right of the page.

Note:
When you print on DL size paper, a part of the user ID may not be printed correctly.

Print Text

Purpose:
To specify whether the printer outputs PDL data, which is not supported by the printer, as text when the printer receives it. Text data is printed on A4 or Letter size paper.

Values:

Off	Does not print the received data.
On*	Prints the received data as text data.

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Banner Sheet

Note:
Banner Sheet feature is available only when the optional 250-sheet paper cassette unit is installed on the printer.

Purpose:
To specify the position of banner sheet, and also specify the tray in which the banner sheet is loaded.

Values:

Insert Position	**Off***	Does not print the banner sheet.
	Start Sheet	Inserted before the first page of every job.
	End Sheet	Inserted after the last page of every job.
	Start&End Sheet	Inserted before the first page of every job and after the last page of every job.
Select Tray	**Tray 1***	The banner sheet is loaded in the standard 250-sheet tray.
	Tray 2	The banner sheet is loaded in the optional 250-sheet paper cassette unit.

RAM Disk

Note:
RAM Disk feature is available only when the 512 MB additional memory module is installed on the printer.

Purpose:
To allocate memory to the RAM disk file system for the Secure Print and Sample Print features. The change becomes effective after the printer is turned off and then on again.

Values:

Disable		Does not allocate memory to the RAM disk file system. Secure Print and Sample Print jobs will abort and be recorded to the job log.
Enable*	**300MB***	Sets the allocation of memory to the RAM disk file system in increments of 50 MB.
	50-500MB	

Note:
Restart your printer when you change the settings for the RAM Disk *menu.*

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Substitute Tray

Purpose:
Specifies whether to use paper of a different size when the paper that is loaded in the specified tray does not match the paper size settings for the current job.

Values:

Off*	No tray size substitute accepted.
Larger Size	Substitutes paper of next largest size. When there is no larger paper size, the printer substitutes paper of nearest size.
Closest Size	Substitutes paper of nearest size.

Auditron Mode

Purpose:
To specify whether to limit the functions that can be used per user by Auditron authentication.

Values:

Off*	Does not limit functions by Auditron authentication.
On	Limits functions by Auditron authentication.

No Acct User Prt

Purpose:
To specify whether to permit the printing of data without authentication information.

Values:

Off*	Does not permit non-account user to print the data.
On	Permits non-account user to print the data.

LetterH Dup Mode

Purpose:
To specify whether to print on both sides when you use letterhead.

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Values:

Disable*	Does not print on both sides of letterhead.
Enable	Prints on both sides of letterhead.

Low Toner Msg

Purpose:
To specify whether to show the alert message when the toner is low.

Values:

Off	Does not show the alert message when the toner is low.
On*	Shows the alert message when the toner is low.

Maintenance Mode

Use the `Maintenance Mode` menu to initialize the NV (non-volatile) memory, configure the plain paper quality adjustment settings, and configure the security settings.

Note:
Values marked by an asterisk (*) are the factory default menu settings.

F/W Version

Purpose:
To confirm the current F/W version.

Adjust PaperType

Purpose:
To specify paper density settings.

Values:

Plain	**Lightweight**
	Heavyweight*
Labels	**Lightweight**
	Heavyweight*

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Adjust BTR

Purpose:
To specify the transfer roller voltage adjustment for each paper type.

The default settings may not give the best output on all paper types. If you see mottles on the print output, try to increase the voltage. If you see white spots on the print output, try to decrease the voltage.

Note:
The print quality changes depending on the setting values you select for this item.

Values:

Plain	**0***
	-6 to **+6**
Light Card	**0***
	-6 to **+6**
Heavy Card	**0***
	-6 to **+6**
Envelope	**0***
	-6 to **+6**
Labels	**0***
	-6 to **+6**
LW Gloss Card	**0***
	-6 to **+6**
HW Gloss Card	**0***
	-6 to **+6**

Adjust Fuser

Purpose:
To adjust the fusing temperature setting for each paper type.

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The default settings may not give the best output on all paper types. When the printed paper has curled, try to lower the temperature. When the toner does not fuse on the paper properly, try to increase the temperature.

Note:
The print quality changes depending on the setting values you select for this item.

Values:

Plain	**0***
	-6 to **+6**
Light Card	**0***
	-6 to **+6**
Heavy Card	**0***
	-6 to **+6**
Envelope	**0***
	-6 to **+6**
Labels	**0***
	-6 to **+6**
LW Gloss Card	**0***
	-6 to **+6**
HW Gloss Card	**0***
	-6 to **+6**

Auto Adjust Regi

Purpose:
To specify whether to automatically perform color registration adjustment.

Values:

Off	Does not automatically perform color registration adjustment.
On*	Automatically performs color registration adjustment.

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Adjust ColorRegi

Purpose:
To manually perform color registration adjustment.

Manual Color Registration Adjustments are required when the printer is initially installed and after the printer is moved.

Note:
The `Adjust ColorRegi` *feature can be configured when* `Auto Adjust Regi` *is set to* `Off`.

Values:

Auto Adjust			Automatically performs color registration correction.
ColorRegi Chart			Prints a color registration chart. The color registration chart prints a lattice pattern of yellow, magenta, and cyan lines. On the chart, find the values on the right side that are next to the line that is perfectly straight for each of the three colors. If the value for this line is 0, color registration adjustment is not required. If the value for this line is any value other than 0, specify the adjustment values for lateral adjustment and process adjustment under **Enter Number**.
Enter Number	**LY**	**-9** to **+9**	Sets lateral (perpendicular to paper feed direction) and process (paper feed direction) color adjustment values individually for Yellow, Magenta, and Cyan. Enter a number in order of lateral adjustment (left), lateral adjustment (right), and process adjustment. Press the OK button to save all the settings.
	LM		
	LC		
	RY	**-9** to **+9**	
	RM		
	RC		
	PY	**-9** to **+9**	
	PM		
	PC		

Note:
Ensure that you remove the paper from the single sheet feeder (SSF) before performing `Auto Adjust`.

Clean Developer

Purpose:
To stir the toner in a new toner cartridge.

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Toner Refresh

Purpose:
To clean the toner in each toner cartridge.

Values:

Yellow Crtrdg	Cleans the toner in the yellow toner cartridge.
Magenta Crtrdg	Cleans the toner in the magenta toner cartridge.
Cyan Crtrdg	Cleans the toner in the cyan toner cartridge.
Black Crtrdg	Cleans the toner in the black toner cartridge.

Drum Refresh

Purpose:
To clean the surface of the drum cartridge.

Initialize NVM

Purpose:
To initialize the non-volatile (NV) memory. After executing this function and rebooting the printer, all the menu parameters are reset to their default values.

See Also:
"Resetting to Factory Defaults" on page 140.

Init Print Meter

Purpose:
To initialize the print meter of the printer. When the print meter is initialized, the meter count is reset to zero.

Reset Fuser

Purpose:
To initialize the Machine Control Unit life counter.

Clear Storage

Note:
Clear Storage feature is available only when the 512 MB additional memory module is installed.

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Purpose:
To clear all files stored as Secure Print, Sample Print, and Stored Print in the RAM disk.

Values:

All Clear	Deletes all files stored as Secure Print and Sample Print in the RAM disk.
Secure Document	Deletes all files stored as Secure Print in the RAM disk.
Stored Document	Deletes all files stored as Stored Print in the RAM disk.

Non-Genuine

Purpose:
To use toner cartridge of another manufacturer.

Note:
Using a non-Epson toner cartridge may severely damage your printer. The warranty does not cover damages caused by using non-Epson toner cartridges.

Values:

Toner	**Off***	Does not use toner cartridge of another manufacturer.
	On	Uses toner cartridge of another manufacturer.

Adjust Altitude

Purpose:
To specify the altitude of the location where the printer is installed.

The discharge phenomenon for charging the photo conductor varies with barometric pressure. Adjustments are performed by specifying the altitude of the location where the printer is being used.

Note:
An incorrect altitude adjustment setting leads to problems such as poor printing quality and incorrect indication of remaining toner.

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Values:

0m*	Sets the altitude of the location where the printer is installed.
1000m	
2000m	
3000m	

Secure Settings

Use the Secure Settings menu to set a password to limit access to the menus. This prevents items from being changed accidentally.

Note:
Values marked by an asterisk (*) are the factory default menu settings.

Panel Lock

Purpose:
To set a limited access to Admin Menu with a password, and to set or change the password.

See Also:
"Panel Lock Function" on page 139

Values:

Panel Lock Set	**Disable***	Disables password protection for Admin Menu.
	Enable	Enables password protection for Admin Menu.
Change Password[*1]	**0000–9999**	Sets or changes the password required to access Admin Menu.

[*1] This item is available only when Panel Lock Set is set to Enable.

Login Error

Note:
Login Error feature is available only when Panel Lock Set *is set to* Enable.

Purpose:
To specify the number of error entry attempts allowed when you log in as an administrator in the Admin Menu and Report/List menu.

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Values:

Off*		Does not allow an administrator to log in after one error entry attempt.
On	**5 times***	Sets the number of error entry attempts allowed when an administrator logs in.
	1-10	

Tray Settings

Use the `Tray Settings` menu to define the print media loaded in the standard 250-sheet tray and the optional 250-sheet paper cassette unit.

Note:
Values marked by an asterisk (*) are the factory default menu settings.

Tray 1

Purpose:
To specify the paper loaded in the standard 250-sheet tray.

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Values:

Paper Size mm series	**A4 - 210x297***			
	A5 - 148x210			
	B5 - 182x257			
	Letter - 8.5x11			
	US Folio-8.5x13			
	Legal - 8.5x14			
	Executive			
	Monarch Env.			
	Monarch Env. L			
	DL Env- 110x220			
	DL Env. L			
	C5 Env- 162x229			
	#10Env- 4.1x9.5			
	New Custom Size	**Portrait (Y)**	297 mm*	Specifies the length of the custom size paper.
			127 - 355 mm	
		Landscape (X)	210 mm*	Specifies the width of the custom size paper.
			77 - 215 mm	

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inch series	**Letter - 8.5x11***			
	US Folio-8.5x13			
	Legal - 8.5x14			
	A4 - 210x297			
	A5 - 148x210			
	B5 - 182x257			
	Executive			
	Monarch Env.			
	Monarch Env. L			
	DL Env- 110x220			
	DL Env. L			
	C5 Env- 162x229			
	#10Env- 4.1x9.5			
	New Custom Size	**Portrait (Y)**	11.7 inch*	Specifies the length of the custom size paper.
			5.0-14.0 inches	
		Landscape (X)	8.3 inch*	Specifies the width of the custom size paper.
			3.0-8.5 inches	

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Paper Type	**Plain***	
	Light Card	
	Heavy Card	
	Envelope	
	Labels	
	Letterhead	
	LW Gloss Card	
	HW Gloss Card	
	Hole Punched	
	Colored	
	Special	
Display Screen	**Off**	Does not display a popup menu that prompts to set `Paper Type` and `Paper Size` when paper is loaded in the standard 250-sheet tray.
	On*	Displays a popup menu that prompts to set `Paper Type` and `Paper Size` when paper is loaded in the standard 250-sheet tray.

*1 The default for `Paper Size` varies depending on country-specific factory default.

Note:
For more information on supported paper sizes, see also "Usable Print Media" on page 69.

Tray 2

Note:
Tray 2 feature is available only when the optional 250-sheet paper cassette unit is installed.

Purpose:
To specify the paper loaded in the optional 250-sheet paper cassette unit.

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Values:

Paper Size mm series	**A4 - 210x297**[*1]	
	A5 - 148x210	
	B5 - 182x257	
	Letter - 8.5x11	
	US Folio - 8.5x13	
	Legal - 8.5x14	
	Executive	
inch series	**Letter - 8.5x11**[*1]	
	US Folio - 8.5x13	
	Legal - 8.5x14	
	A4 - 210x297	
	A5 - 148x210	
	B5 - 182x257	
	Executive	
Paper Type	**Plain***	
	Letterhead	
	Hole Punched	
	Colored	
Display Screen	**Off**	Does not display a popup menu that prompts to set `Paper Type` and `Paper Size` when paper is loaded in the optional 250-sheet paper cassette unit.
	On*	Displays a popup menu that prompts to set `Paper Type` and `Paper Size` when paper is loaded in the optional 250-sheet paper cassette unit.

[*1] The default for `Paper Size` varies depending on country-specific factory default.

Note:
For more information on supported paper sizes, see also "Usable Print Media" on page 69.

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Panel Lock Function

This feature prevents unauthorized users from changing settings made by the administrator. However, you can select settings for individual print jobs using the print driver.

Enabling the Panel Lock

1. Press the (**Menu**) button.
2. Select `Admin Menu`, and then press the OK button.
3. Select `Secure Settings`, and then press the OK button.
4. Select `Panel Lock`, and then press the OK button.
5. Select `Panel Lock Set`, and then press the OK button.
6. Select `Enable`, and then press the OK button.
7. Enter the new password, and then press the OK button.
8. Re-enter the password to confirm the password that you entered, and then press the OK button.

Note:

- *The factory-default panel password is 0000.*
- *If you forget your password, turn off the printer. Then, while holding the (**Menu**) button, turn on the printer. Continue to hold the (**Menu**) button until the display indicates to enter the new password. Enter the new password, and then press the OK button. Re-enter the password, and then press the OK button. The display will briefly indicate the password has been initialized.*
- *If you change the password, perform steps 1 to 2. Enter the current password, and then press the OK button. Perform steps 3 to 4. Select `Change Password`, and then press the OK button. Enter the current password, and then press the OK button. Perform steps 7 and 8. This will change the password.*

Disabling the Panel Lock

1. Press the (**Menu**) button.
2. Select `Admin Menu`, and then press the OK button.

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3. Enter the password, and then press the OK button.
4. Select Secure Settings, and then press the OK button.
5. Select Panel Lock, and then press the OK button.
6. Select Panel Lock Set, and then press the OK button.
7. Select Disable, and then press the OK button.
8. Enter the current password, and then press the OK button.

Setting the Power Saver Time Option

You can set the power saver time for the printer. The printer switches to the Power Saver mode after the specified time.

1. Press the (**Menu**) button.
2. Select Admin Menu, and then press the OK button.
3. Select System Settings, and then press the OK button.
4. Select Power Saver Time, and then press the OK button.
5. Select Low Power Timer or Sleep Timer, and then press the OK button.
6. Press the ▼ or ▲ button or enter the desired value, and then press the OK button.

   You can select from 3–60 minutes for Low Power Timer or 1–6 minutes for Sleep Timer.
7. To return to the previous screen, press the (**Back**) button.

Resetting to Factory Defaults

After executing Initialize NVM and rebooting the printer, all the menu parameters or data are reset to their default values.

1. Press the (**Menu**) button.

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2. Select Admin Menu, and then press the OK button.
3. Select Maintenance Mode, and then press the OK button.
4. Select Initialize NVM, and then press the OK button.
5. Ensure that Are You Sure? appears, and then press the OK button.

   The printer restarts automatically to apply the settings.

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Chapter 7

Troubleshooting

Clearing Jams

Careful selection of appropriate print media and proper loading allow you to avoid most jams.

See Also:
- ❏ *"About Print Media" on page 67*
- ❏ *"Supported Print Media" on page 69*

Note:
Before buying large quantities of any print media, it is recommended that you try a sample first.

Avoiding Jams

- ❏ Use only recommended print media.
- ❏ See "Loading Print Media in the Standard 250-Sheet Tray and the Optional 250-Sheet Paper Cassette Unit" on page 73 and "Loading Print Media in the Single Sheet Feeder (SSF)" on page 78 to load print media properly.
- ❏ Do not overload the print media sources. Ensure that the print media stack height does not exceed the maximum height indicated by the load-line labels in the tray.
- ❏ Do not load wrinkled, creased, damp, or curled print media.
- ❏ Flex, fan, and straighten print media before you load it. If a jam occurs with print media, try feeding one sheet at a time through the single sheet feeder (SSF).
- ❏ Do not use print media that you have cut or trimmed.
- ❏ Do not mix print media sizes, weights, or types in the same print media source.
- ❏ Ensure that the recommended print side is face up when you load the print media in the standard 250-sheet tray and the optional 250-sheet paper cassette unit. Also, the recommended print side should be face down when you use the SSF.
- ❏ Keep print media stored in an acceptable environment.
- ❏ Do not remove the feeding tray during a print job.

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- ❏ Push the tray in firmly after loading.
- ❏ Ensure that all cables that connect to the printer are correctly attached.
- ❏ Overtightening the guides may cause jams.
- ❏ Wipe the feed roll in the tray or SSF with a cloth that is slightly dampened with water if jams caused by misfeeding paper occur frequently.

See Also:

❏ *"About Print Media" on page 67*

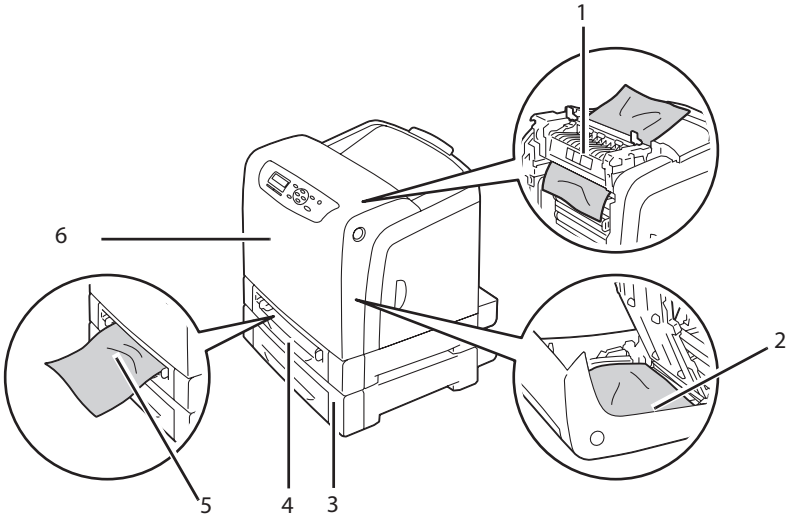
❏ *"Supported Print Media" on page 69*

Identifying the Location of Paper Jams

Caution:
Do not attempt to remove a paper jammed deeply inside the product, particularly a paper wrapped around a Fuser Unit or a heat roller. Otherwise, it may cause injuries or burns. Switch off the product promptly and contact your local Epson representative.

Important:
Do not attempt to clear any jams using tools or instruments. This may permanently damage the printer.

The following illustration shows where paper jams may occur along the print media path.



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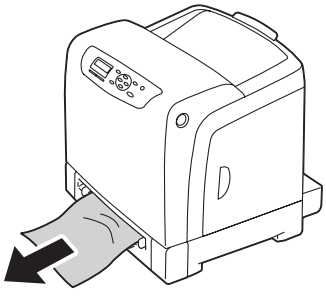
1	Fuser Unit
2	Optional Duplex Unit
3	Optional 250-Sheet Paper Cassette Unit
4	Standard 250-Sheet Tray
5	Single Sheet Feeder (SSF)
6	Front Cover

Clearing Paper Jams From the SSF

Important:
Protect the drums of the drum cartridge against bright light. If the front cover remains open for more than 5 minutes, print quality may deteriorate.

Note:
To resolve the error displayed on the LCD panel, you must clear all print media from the print media path.

1. Pull the jammed paper out of the SSF. If you cannot remove the jammed paper or cannot find any jammed paper there, go to the next step to remove the jammed paper from the inside of the printer.



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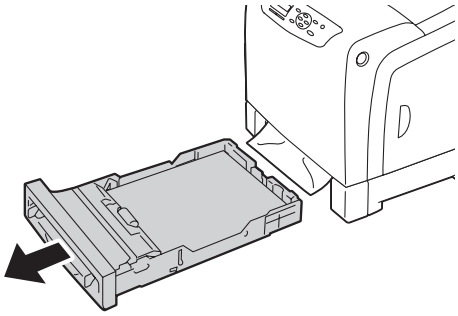
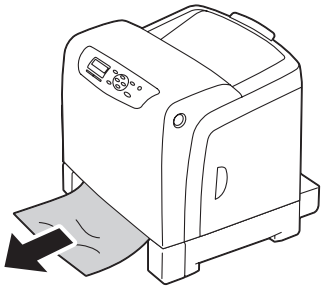
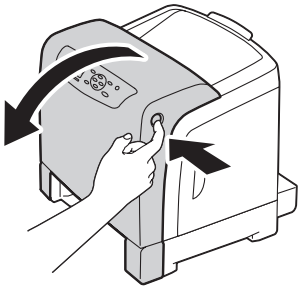
2. Remove the standard 250-sheet tray from the printer, and then pull out the jammed paper remaining inside the printer. If you cannot remove the jammed paper or cannot find any jammed paper there, go to the next step to remove the jammed paper from the inside of the printer.





3. Push the side button to open the front cover.



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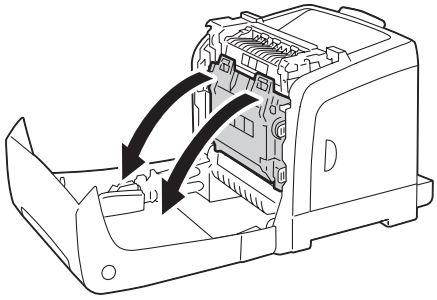
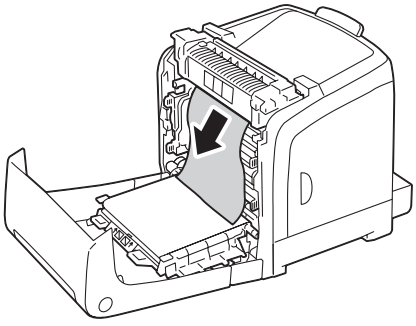
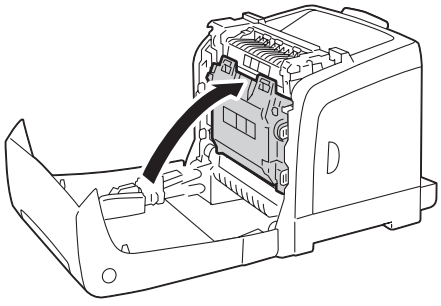
4. Open the belt unit until it stops and remove the jammed paper. Confirm that there are no scraps of paper remaining inside the printer.





5. Close the belt unit, and push at the top of the unit until it clicks.



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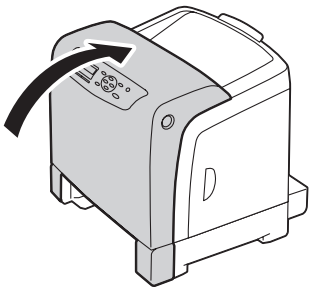
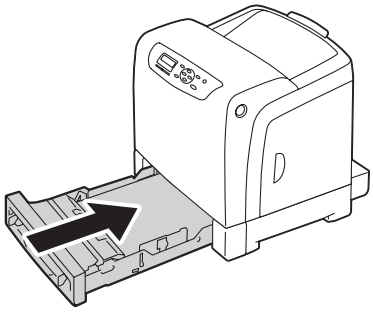
6. Close the front cover.



7. Insert the standard 250-sheet tray into the printer, and push until it stops.



Important:
Do not use excessive force on the tray. Doing so could damage the tray or the inside of the printer.

Clearing Paper Jams From the Standard 250-Sheet Tray

Important:
Protect the drums of the drum cartridge against bright light. If the front cover remains open for more than 5 minutes, print quality may deteriorate.

Note:
To resolve the error displayed on the LCD panel, you must clear all print media from the print media path.

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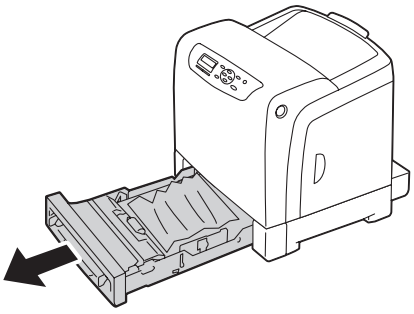
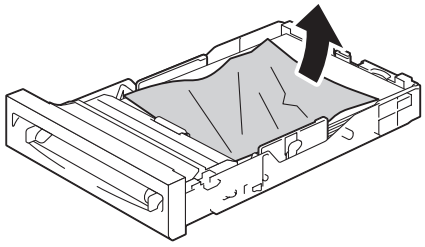
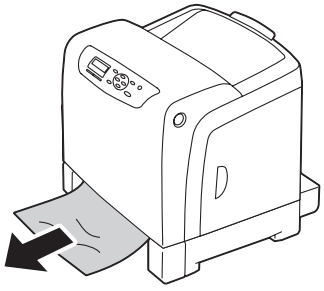
1. Pull the standard 250-sheet tray out of the printer carefully. Hold the tray with both hands, lift the front slightly, and remove it from the printer.



2. Remove all the jammed and/or creased paper from the tray.



3. Pull the jammed paper out carefully to avoid tearing it. If you cannot remove the paper, go to the next step to remove the jammed paper from the inside of the printer.



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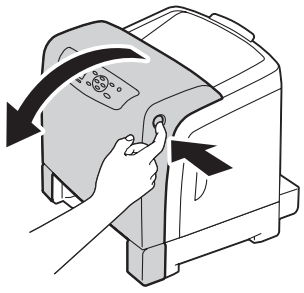
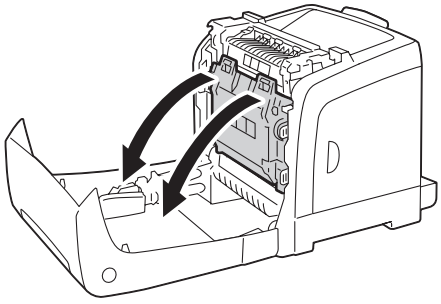
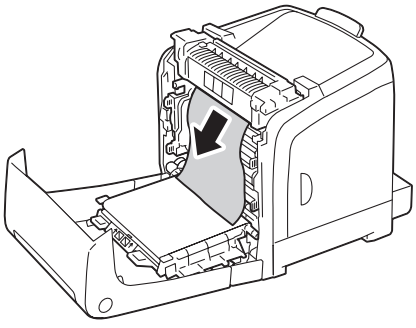
4. Push the side button to open the front cover.



5. Open the belt unit until it stops and remove the jammed paper. Confirm that there are no scraps of paper remaining inside the printer.





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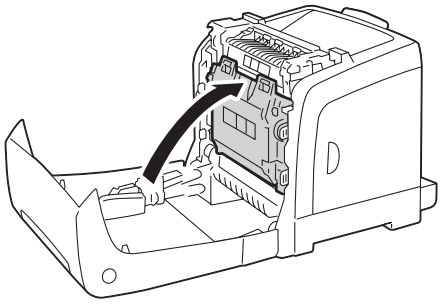
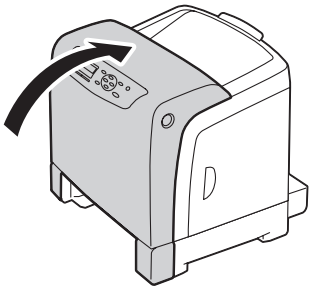
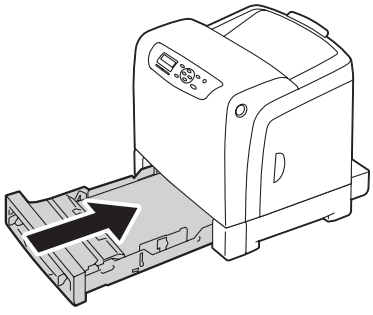
6. Close the belt unit, and push at the top of the unit until it clicks.



7. Close the front cover.



8. Insert the standard 250-sheet tray into the printer, and push until it stops.



Important:
Do not use excessive force on the tray. Doing so could damage the tray or the inside of the printer.

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Clearing Paper Jams From the Fuser Unit

Important:

❏ *Ensure nothing touches or scratches the surface (black-colored film) of the belt unit. Scratches, dirt, or oil from your hands on the film of the belt unit may reduce print quality.*

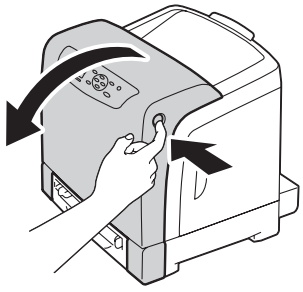
❏ *Protect the drums of the drum cartridge against bright light. If the front cover remains open for more than 5 minutes, print quality may deteriorate.*

Note:

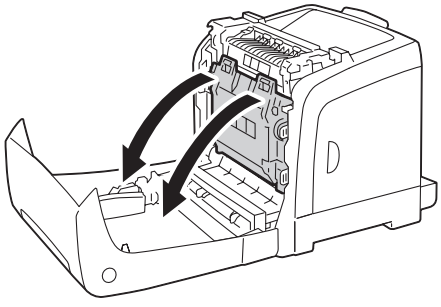
To resolve the error displayed on the LCD panel, you must clear all print media from the print media path.

1. Turn off the printer and wait for 40 minutes.

2. Push the side button to open the front cover.



3. Open the belt unit.



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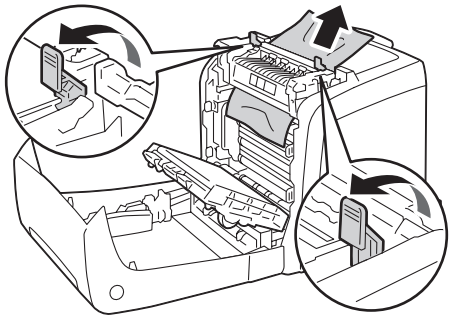
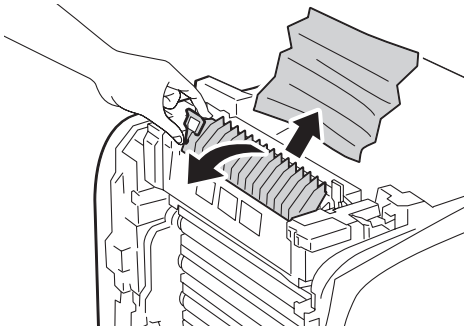
4. Lift the levers at both ends of the fuser unit, and remove the jammed paper. If you are still unable to remove the paper, go to the next step.

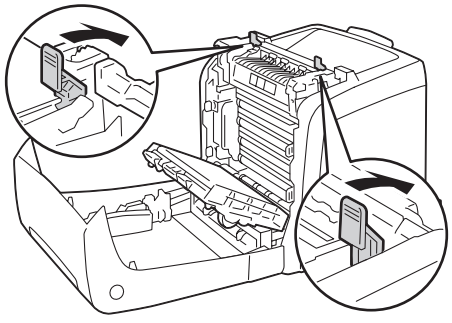


Caution:
The fuser unit is hot. Do not touch it, doing so may cause burns.

5. Open the cover of the fuser unit and remove the jammed paper.



6. Close the cover of the fuser unit and press down the levers at both ends of the fuser unit.



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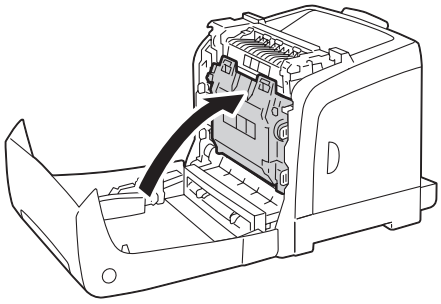
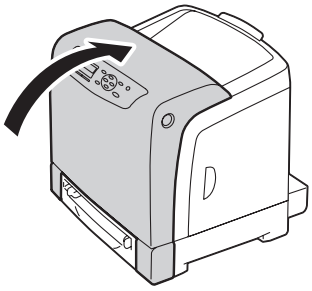
7. Confirm that there are no scraps of paper remaining inside the printer, and then close the belt unit.



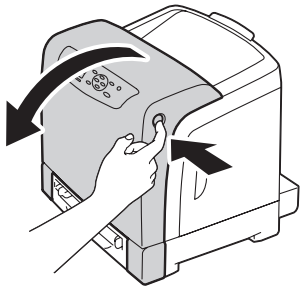
8. Close the front cover.



Clearing Paper Jams From the Optional Duplex Unit

Note:
To resolve the error displayed on the LCD panel, you must clear all print media from the print media path.

1. Push the side button to open the front cover.



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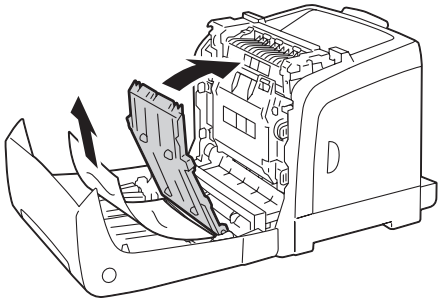
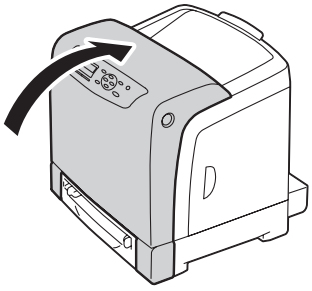
2. Open the cover of the optional duplex unit.

3. Remove the jammed paper from the optional duplex unit.



4. Close the cover of the optional duplex unit.

5. Close the front cover.



Clearing Paper Jams From the Optional 250-Sheet Paper Cassette Unit

Note:
To resolve the error displayed on the LCD panel, you must clear all print media from the print media path.

1. Pull the optional 250-sheet paper cassette unit out of the printer carefully. Hold the cassette unit with both hands, and remove it from the printer.

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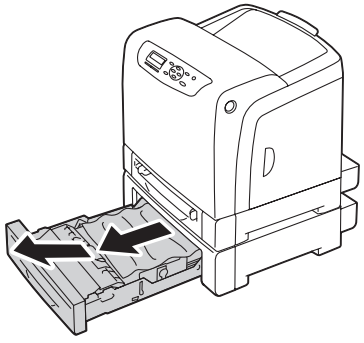
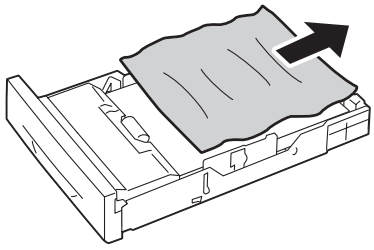
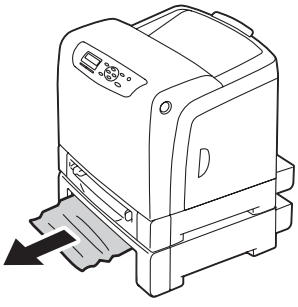
Note:
Paper in the optional 250-sheet paper cassette unit feeds to the printer from the front of the standard 250-sheet tray, therefore paper jammed in the standard 250-sheet tray can block the optional 250-sheet paper cassette unit in the printer, preventing you from opening it. Look for the jammed paper sequentially, starting with the optional 250-sheet paper cassette unit.



2. Remove all jammed and/or creased paper from the cassette unit.



3. Pull the jammed paper out carefully to avoid tearing it. If you cannot remove the paper, go to the next step to remove the jammed paper from the inside of the printer.



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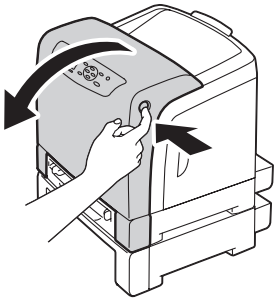
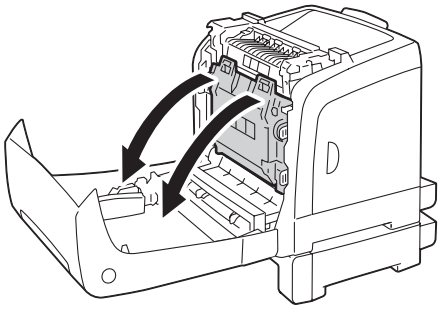
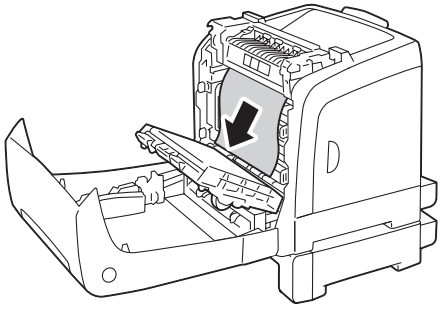
4. Push the side button to open the front cover.



5. Open the belt unit until it stops and remove the jammed paper. Confirm that there are no scraps of paper remaining inside the printer.





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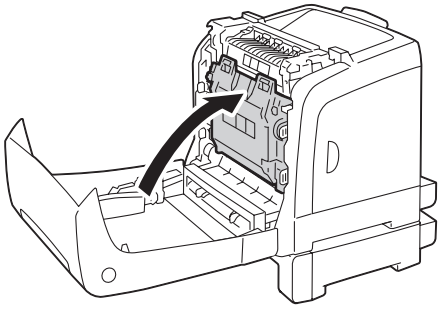
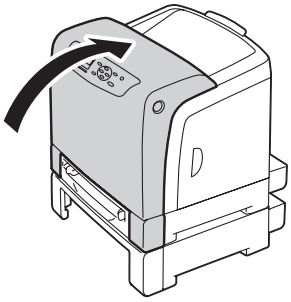
6. Close the belt unit, and push at the top of the unit until it clicks.

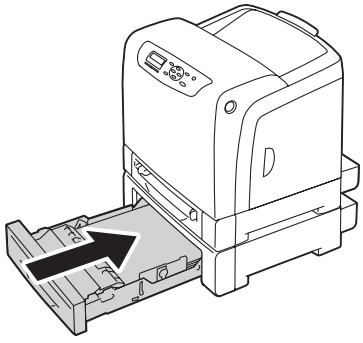


7. Close the front cover.



Note:
If the paper jam message is not cleared after you close the front cover, pull out the standard 250-sheet tray and check if there is a jammed paper in the opening of the tray.

8. Insert the optional 250-sheet paper cassette unit into the printer, and push until it stops.



Important:
Do not use excessive force on the tray. Doing so could damage the tray or the inside of the printer.

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Jam Problems

Standard 250-Sheet Tray Misfeed Jam

Problem	Action
Print media misfeeds occur in the standard 250-sheet tray.	Ensure that the standard 250-sheet tray is properly inserted. If the problem persists, verify that the correct print media is being used.
	Verify that the correct print media is being used. **See Also:** "Usable Print Media" on page 69 If not, use the print media recommended for the printer. If the problem persists, ensure that the print media is not damp.
	Ensure that the print media is not curled. If the problem persists, fan the print media.
	Ensure that the print media is not damp. If the print media is damp, turn over the print media. If the problem persists, use print media that is not damp. If the print media is not damp, fan the print media.
	Fan the print media. If the problem persists, wipe the feed roll in the standard 250-sheet tray with a cloth moistened with water.
	Wipe the feed roll in the standard 250-sheet tray with a cloth moistened with water. If the problem persists, replace the drum cartridge if you have a spare cartridge.
	Replace the drum cartridge if you have a spare cartridge. If the problem persists, contact the Epson local representative office or an authorised dealer.

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SSF Misfeed Jam

Problem	Action
Print media misfeeds occur in the SSF.	Ensure that the SSF is properly inserted. If the problem persists, verify that the correct print media is being used.
	Verify that the correct print media is being used. **See Also:** "Usable Print Media" on page 69 If not, use the print media recommended for the printer. If the problem persists, ensure that the print media is not damp.
	Ensure that the print media is not curled. If the problem persists, fan the print media.
	Ensure that the print media is not damp. If the print media is damp, turn over the print media. If the problem persists, use print media that is not damp. If the print media is not damp, fan the print media.
	Fan the print media. If the problem persists, wipe the feed roll in the SSF with a cloth moistened with water.
	Wipe the feed roll in the SSF with a cloth moistened with water. If the problem persists, replace the drum cartridge if you have a spare cartridge.
	Replace the drum cartridge if you have a spare cartridge. If the problem persists, contact the Epson local representative office or an authorised dealer.

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Optional 250-Sheet Paper Cassette Unit Misfeed Jam

Problem	Action
Print media misfeeds occur in the optional 250-sheet paper cassette unit.	Ensure that the optional 250-sheet paper cassette unit is properly inserted. If the problem persists, ensure that the side cover is closed.
	Ensure that the side cover is closed. If the problem persists, verify that the correct print media is being used.
	Verify that the correct print media is being used. **See Also:** "Usable Print Media" on page 69 If not, use the print media recommended for the printer. If the problem persists, ensure that the print media is not damp.
	Ensure that the print media is not curled. If the problem persists, fan the print media.
	Ensure that the print media is not damp. If the print media is damp, turn over the print media. If the problem persists, use print media that is not damp. If the print media is not damp, fan the print media.
	Fan the print media. If the problem persists, wipe the feed roll in the optional 250-sheet paper cassette unit with a cloth moistened with water.
	Wipe the feed roll in the optional 250-sheet paper cassette unit with a cloth moistened with water. If the problem persists, contact the Epson local representative office or an authorised dealer.

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Regi Jam (Exit Sensor On JAM)

Problem	Action
Regi jam (Exit Sensor On JAM) occurs.	Ensure that the drum cartridge is installed correctly. If the problem persists, replace the drum cartridge if you have a spare cartridge as instructed in "Replacing the Drum Cartridge" on page 210.
	Replace the drum cartridge if you have a spare cartridge as instructed in "Replacing the Drum Cartridge" on page 210. If the problem persists, contact the Epson local representative office or an authorised dealer.

Exit Jam (Exit Sensor Off JAM)

Problem	Action
Exit jam (Exit Sensor Off JAM) occurs.	Ensure that the fuser unit is installed correctly. Replace the fuser unit. If the problem persists, contact the Epson local representative office or an authorised dealer.

Standard 250-Sheet Tray/Optional 250-Sheet Paper Cassette Unit Multi-feed Jam

Problem	Action
Print media multiple feeds occur in the standard 250-sheet tray or optional 250-sheet paper cassette unit.	Ensure that the tray is properly inserted. If using coated paper, load coated paper one sheet at a time. If using other type of print media, use print media that is not dump.
	Load coated paper one sheet at a time. If the problem persists, fan the print media.
	Use print media that is not dump. If the problem persists, fan the print media.
	Fan the print media. If the problem persists, wipe the feed roll in the tray where the multifeed occurred with a cloth moistened with water.
	Wipe the feed roll in the tray where the multifeed occurred with a cloth moistened with water. If the problem persists, contact the Epson local representative office or an authorised dealer.

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SSF Multi-feed Jam

Problem	Action
Print media multiple feeds occur in the SSF.	Ensure that the media type you are using. If using coated paper, load coated paper one sheet at a time. If using other type of print media, use print media that is not dump.
	Load coated paper one sheet at a time. If the problem persists, fan the print media.
	Use print media that is not dump. If the problem persists, fan the print media.
	Fan the print media. If the problem persists, wipe the feed roll in the tray where the multifeed occurred with a cloth moistened with water.
	Wipe the feed roll in the tray where the multifeed occurred with a cloth moistened with water. If the problem persists, contact the Epson local representative office or an authorised dealer.

Basic Printer Problems

Some printer problems can be easily resolved. If a problem occurs with your printer, check each of the following:

- ❏ The power cord is connected to the printer, and to a properly grounded electrical outlet.
- ❏ The printer is turned on.
- ❏ The electrical outlet is not turned off at any switch or breaker.
- ❏ Other electrical equipment plugged into the outlet is working.
- ❏ The additional memory module is properly installed.

If you have checked all of the above and still have a problem, turn off the printer, wait for 10 seconds, and then turn on the printer. This often fixes the problem.

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Display Problems

Problem	Action
After the printer is turned on, the display on the LCD panel is blank, keeps showing **Please wait...**, or the back light is not lit.	Turn off the printer, wait for 10 seconds, and turn on the printer. Self Test Message appears on the LCD panel. When the test is completed, `Ready` is displayed.
Menu settings changed from the operator panel have no effect.	Settings in the software program, the print driver, or the printer utilities have precedence over the settings made on the operator panel.

Printing Problems

Problem	Action
Job did not print or incorrect characters printed.	Ensure that the top menu appears on the LCD panel before you send a job to print. Press the (**Menu**) button to return to the top menu.
	Ensure that the print media is loaded in the printer. Press the (**Menu**) button to return to the top menu.
	Verify that you are using the correct print driver.
	Ensure that the correct USB or Ethernet cable is securely connected to the printer.
	Verify that the correct print media size is selected.
	If you are using a print spooler, verify that the spooler has not stalled.
	Check the printer's interface from the `Admin Menu`. Determine the host interface you are using. Print a panel settings page to verify that the current interface settings are correct.

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Problem	Action
Print media misfeeds or multiple feeds occur in the standard 250-sheet tray or SSF.	Ensure that the print media you are using meets the specifications for your printer. **See Also:** "Usable Print Media" on page 69
	Fan the print media before loading it in the standard 250-sheet tray.
	Ensure that the print media is loaded correctly.
	Ensure that the width and length guides of the print media sources are adjusted correctly.
	Ensure that the standard 250-sheet tray is securely inserted.
	Do not overload the tray.
	Do not force print media into the SSF when you load it; otherwise, it may skew or buckle.
	Ensure that the print media is not curled.
	Face the recommended print side up or down appropriately for the type of print media you are using. **See Also:** "Loading Print Media" on page 72
	Turn the print media over or around and try printing again to see if feeding improves.
	Do not mix print media types.
	Do not mix reams of print media.
	Remove the top and bottom curled sheets of a ream before loading the print media.
	Load print media only when the tray is empty.
	Wipe the feed roll in the standard 250-sheet tray or SSF with a cloth moistened with water. Replace the feed roll.
The envelope is creased after printed.	Make sure that the envelope is loaded in the standard 250-sheet tray or SSF as instructed in "Loading Envelope in the Standard 250-Sheet Tray" on page 75 or "Loading Envelope in the Single Sheet Feeder (SSF)" on page 79.
Page breaks in unexpected places.	Increase the value for the time-out on the operator panel or EpsonNet Config.
Print media does not stack neatly in the output bin.	Turn the print media stack over in the tray.

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Problem	Action
Cannot print from the standard 250-sheet tray because the print media in the tray is curled.	Load the print media into the SSF.

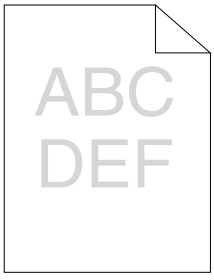
Print Quality Problems

Note:
In this section, some procedures use the operator panel or EpsonNet Config.

See Also:
❏ *"Understanding the Printer Menus" on page 104*

❏ *"EpsonNet Config" on page 35*

The Output Is Too Light



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Problem	Action
The output is too light.	The toner cartridges may be low or need to be replaced. Confirm the amount of toner in each toner cartridge. 1. Check the toner level in the Printer Status window. 2. Replace the toner cartridges as necessary. If the problem persists, disable Draft Mode in the print driver.
	Disable Draft Mode in the print driver. The following procedure uses the PCL 6 driver as an example. 1. On the **Advanced Settings** tab, ensure that the **Draft Mode** check box is not selected. If the problem persists, try changing the Paper Type setting in the print driver.
	The print media surface may be uneven. Try changing the Paper Type setting in the print driver. For example, change the plain paper to heavy using a PCL 6 driver. 1. On the **Paper / Output** tab, change the Paper Type setting. If the problem persists, verify that the correct print media is being used.
	Verify that the correct print media is being used. **See Also:** "Usable Print Media" on page 69 If not, use the print media recommended for the printer. If the problem persists, ensure that the eight yellow ribbons are correctly removed from the drum cartridge.
	Ensure that the eight yellow ribbons are correctly removed from the drum cartridge.
	See Also: ❏ "Installing a Toner Cartridge" on page 208 ❏ "Installing the Drum Cartridge" on page 212 If not, remove the ribbons. If the problem persists, replace the drum cartridge if you have a spare cartridge.
	Replace the drum cartridge if you have a spare cartridge. **See Also:** ❏ "Replacing the Drum Cartridge" on page 210 ❏ "Installing the Drum Cartridge" on page 212 If the problem persists, contact the Epson local representative office or an authorised dealer.

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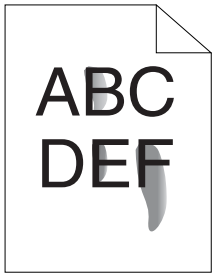
Toner Smears or Print Comes Off



Problem	Action
Toner smears or print comes off.	The print media surface may be uneven. Try changing the Paper Type setting in the print driver. For example, change the plain paper to heavy using a PCL 6 driver. 1. On the **Paper / Output** tab, change the Paper Type setting. If the problem persists, verify that the correct print media is being used.
	Verify that the correct print media is being used. **See Also:** "Usable Print Media" on page 69 If not, use the print media recommended for the printer. If the problem persists, replace the drum cartridge if you have a spare cartridge.
	Replace the drum cartridge if you have a spare cartridge. 1. Replace the drum cartridge. **See Also:** ❏ "Replacing the Drum Cartridge" on page 210 ❏ "Installing the Drum Cartridge" on page 212 2. After you replace the drum cartridge, test print your document again. If the problem persists, contact the Epson local representative office or an authorised dealer.

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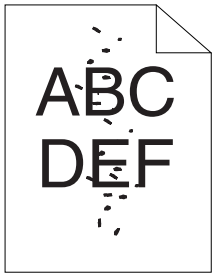
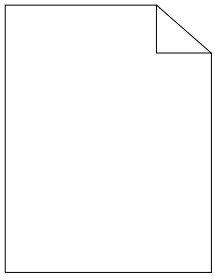
Random Spots/Blurred Images



Problem	Action
The printed result has random spots or is blurred.	Ensure that the toner cartridges are installed correctly. **See Also:** "Installing a Toner Cartridge" on page 208 If the problem persists, ensure that the drum cartridge is installed correctly.
	Ensure that the drum cartridge is installed correctly. **See Also:** ❏ "Replacing the Drum Cartridge" on page 210 ❏ "Installing the Drum Cartridge" on page 212 If the problem persists, replace the drum cartridge if you have a spare cartridge.
	Replace the drum cartridge if you have a spare cartridge. **See Also:** ❏ "Replacing the Drum Cartridge" on page 210 ❏ "Installing the Drum Cartridge" on page 212 If the problem persists, contact the Epson local representative office or an authorised dealer.

The Entire Output Is Blank



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Problem	Action
The entire output is blank.	The toner cartridges may be low or need to be replaced. Confirm the amount of toner in each toner cartridge. 1. Check the toner level in the Printer Status window. 2. Replace the toner cartridges as necessary. If the problem persists, disable Draft Mode in the print driver.
	Disable Draft Mode in the print driver. The following procedure uses the PCL 6 driver as an example. 1. On the **Advanced Settings** tab, ensure that the **Draft Mode** check box is not selected. If the problem persists, try changing the Paper Type setting in the print driver.
	The print media surface may be uneven. Try changing the Paper Type setting in the print driver. For example, change the plain paper to heavy using the PCL 6 driver. 1. On the **Paper / Output** tab, change the Paper Type setting. If the problem persists, verify that the correct print media is being used.
	Verify that the correct print media is being used. **See Also:** "Usable Print Media" on page 69 If not, use the print media recommended for the printer. If the problem persists, ensure that the eight yellow ribbons are correctly removed from the drum cartridge.
	Ensure that the eight yellow ribbons are correctly removed from the drum cartridge. **See Also:** ❏ "Installing a Toner Cartridge" on page 208 ❏ "Installing the Drum Cartridge" on page 212 If not, remove the ribbons. If the problem persists, replace the drum cartridge if you have a spare cartridge.
	Replace the drum cartridge if you have a spare cartridge. **See Also:** ❏ "Replacing the Drum Cartridge" on page 210 ❏ "Installing the Drum Cartridge" on page 212 If the problem persists, contact the Epson local representative office or an authorised dealer.

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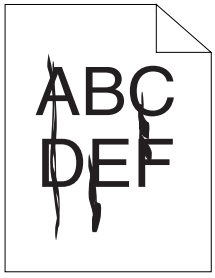
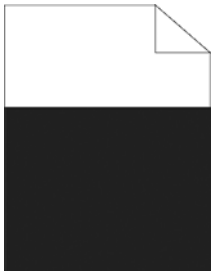
Streaks Appear on the Output



Problem	Action
Streaks appear on the output.	The toner cartridges may be low or need to be replaced. Confirm the amount of toner in each toner cartridge. 1. Check the toner level in the Printer Status window. 2. Replace the toner cartridges as necessary. If the problem persists, replace the drum cartridge if you have a spare cartridge.
	Replace the drum cartridge if you have a spare cartridge. **See Also:** ❏ "Replacing the Drum Cartridge" on page 210 ❏ "Installing the Drum Cartridge" on page 212 If the problem persists, contact the Epson local representative office or an authorised dealer.

Part or the Entire Output Is Black



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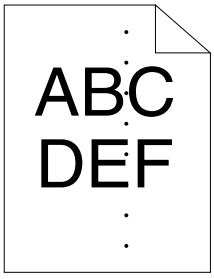
Problem	Action
Part or the entire output is black.	Ensure **Output Color** is set to **Color** in the print driver. The following procedure uses the PCL 6 driver as an example. 1. On the **Image Options** tab, ensure that the **Output Color** is set to **Color**. If the problem persists, replace the drum cartridge if you have a spare cartridge.
	Replace the drum cartridge if you have a spare cartridge. **See Also:** ❏ "Replacing the Drum Cartridge" on page 210 ❏ "Installing the Drum Cartridge" on page 212 If the problem persists, contact the Epson local representative office or an authorised dealer.

Pitched Color Dots



Problem	Action
The printed result has pitched color dots.	Replace the drum cartridge if you have a spare cartridge. **See Also:** ❏ "Replacing the Drum Cartridge" on page 210 ❏ "Installing the Drum Cartridge" on page 212 If the problem persists, contact the Epson local representative office or an authorised dealer.

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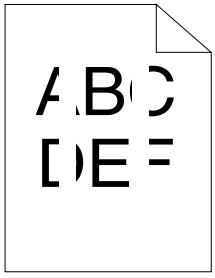
Vertical Blanks



Problem	Action
The printed result has vertical blanks.	Ensure the light path is not covered. 1. Remove the drum cartridge, and keep it in the dark place. **See Also:** "Replacing the Drum Cartridge" on page 210 2. Check the light path, and then remove the shielding. 3. Re-install the drum cartridge. **See Also:** "Installing the Drum Cartridge" on page 212 If the problem persists, replace the drum cartridge if you have a spare cartridge.
	Replace the drum cartridge if you have a spare cartridge. **See Also:** ❏ "Replacing the Drum Cartridge" on page 210 ❏ "Installing the Drum Cartridge" on page 212 If the problem persists, contact the Epson local representative office or an authorised dealer.

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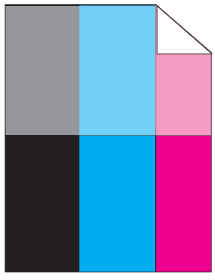
Mottle

Problem	Action
The printed result has mottled appearance.	Verify that the print media recommended for the printer is being used. If you use non-recommended print media, use the print media recommended for the printer. If the problem persists, contact the Epson local representative office or an authorised dealer.
	Adjust the transfer bias. 1. On the operator panel, press the (**Menu**) button and select Admin Menu — Maintenance Mode — Adjust BTR. 2. Adjust the setting for the type of print media being used. If the problem persists, contact the Epson local representative office or an authorised dealer.

Ghosting



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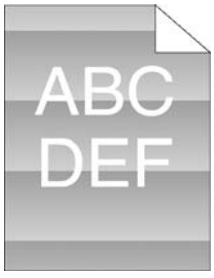
Problem	Action
The printed result has ghosting.	If the type of the ghosting is positive ghost: Replace the drum cartridge if you have a spare cartridge. **See Also:** ❏ "Replacing the Drum Cartridge" on page 210 ❏ "Installing the Drum Cartridge" on page 212 If the problem persists, contact the Epson local representative office or an authorised dealer.
	If the type of the ghosting is negative ghost: Verify that the print media recommended for the printer is being used. If you are using non-recommended print media, use the print media recommended for the printer. If the problem is solved, adjust the transfer bias. If the problem persists, replace the drum cartridge if you have a spare cartridge.
	Adjust the transfer bias. 1. On the operator panel, press the (**Menu**) button and select `Admin Menu` — `Maintenance Mode` — `Adjust BTR`. 2. Adjust the setting for the type of print media being used. If the problem persists, contact the Epson local representative office or an authorised dealer.

Light-Induced Fatigue



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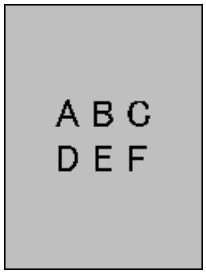
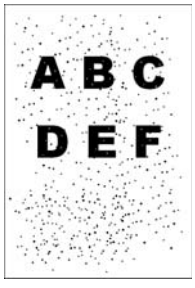
Problem	Action
The printed result has light-induced fatigue pattern.	Replace the drum cartridge if you have a spare cartridge. **See Also:** ❏ "Replacing the Drum Cartridge" on page 210 ❏ "Installing the Drum Cartridge" on page 212 If the problem persists, contact the Epson local representative office or an authorised dealer.

Fog



Problem	Action
The printed result is foggy.	Replace the drum cartridge if you have a spare cartridge. **See Also:** ❏ "Replacing the Drum Cartridge" on page 210 ❏ "Installing the Drum Cartridge" on page 212 If the problem persists, contact the Epson local representative office or an authorised dealer.

Bead-Carry-Out (BCO)



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Problem	Action
Bead-Carry-Out (BCO) is happening.	Replace the drum cartridge if you have a spare cartridge. **See Also:** ❏ "Replacing the Drum Cartridge" on page 210 ❏ "Installing the Drum Cartridge" on page 212 If the problem persists, contact the Epson local representative office or an authorised dealer.

Jagged Characters

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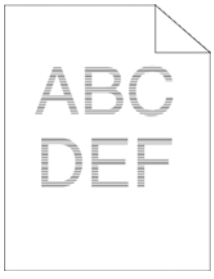
Problem	Action
The printed result has jagged characters.	Set **Screen** to **Fineness** in the print driver. The following procedure uses the PCL 6 driver as an example. 1. On the **Advanced Settings** tab, set **Screen** under **Items**: to **Fineness**. If the problem persists, set **Image Quality** to **High Quality** in the print driver.
	Set **Image Quality** to **High Quality** in the print driver. The following procedure uses the PCL 6 driver as an example. 1. On the **Image Options** tab, select **High Quality** from **Image Quality**. If the problem persists, enable **Bitmap Smoothing** in the print driver.
	Enable **Bitmap Smoothing** in the print driver. The following procedure uses the PCL 6 driver as an example. 1. On the **Advanced Settings** tab, set **Bitmap Smoothing** under **Items**: to **On**. If the problem persists, enable **Bitmap Text Smoothing** in the print driver.
	Enable **Bitmap Text Smoothing** in the print driver. The following procedure uses the PCL 6 driver as an example. 1. On the **Advanced Settings** tab, set **Bitmap Text Smoothing** under **Items**: to **On**. If the problem persists, check whether or not the downloaded font you are using is recommended.
	If using a downloaded font, ensure that the font is recommended for the printer, operating system, and the application being used. If the problem persists, contact the Epson local representative office or an authorised dealer.

Banding



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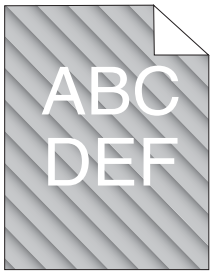
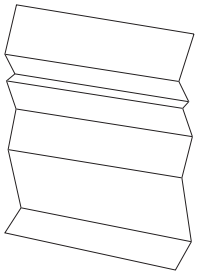
Problem	Action
The printed result has banding.	Replace the drum cartridge if you have a spare cartridge. **See Also:** ❏ "Replacing the Drum Cartridge" on page 210 ❏ "Installing the Drum Cartridge" on page 212 If the problem persists, contact the Epson local representative office or an authorised dealer.

Auger Mark



Problem	Action
The printed result has auger mark.	Replace the drum cartridge if you have a spare cartridge. **See Also:** ❏ "Replacing the Drum Cartridge" on page 210 ❏ "Installing the Drum Cartridge" on page 212 If the problem persists, contact the Epson local representative office or an authorised dealer.

Wrinkled/Stained Paper



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Problem	Action
The output is wrinkled. The output is stained.	Verify that the correct print media is being used. If excessive wrinkles occur, use paper or other media from a new package. **See Also:** ❏ "Usable Print Media" on page 69 ❏ "About Print Media" on page 67 If not, use the print media recommended for the printer. If the problem with printing on an envelope persists, check the wrinkle of the envelope. If the problem with printing on a print media other than envelopes persists, contact the Epson local representative office or an authorised dealer.
	Check whether the wrinkle of the four edges of the envelope is within 30 mm. If the wrinkle of the four edges of the envelope is within 30 mm, this type of wrinkle is considered normal. Your printer is not at fault. If not, take following actions: ❏ If the envelope is 220 mm or longer (C5 or Com-10), load the envelope in the standard 250-sheet tray in the short edge feed orientation with the flap closed and print side up. ❏ If the envelope is shorter than 220 mm (Monarch or DL), load the envelope in the standard 250-sheet tray in the short edge feed orientation with the flap closed and print side up, or in the long edge feed orientation with the flap open and print side up.
	Load the envelopes in the standard 250-sheet tray in the short edge feed orientation with the flap closed and print side up. **See Also:** "Loading Envelope in the Standard 250-Sheet Tray" on page 75 If the problem persists, contact the Epson local representative office or an authorised dealer.
	Load the envelopes in the standard 250-sheet tray in the long edge feed orientation with the flap open and print side up. **See Also:** "Monarch or DL" on page 76 If the problem persists, contact the Epson local representative office or an authorised dealer.

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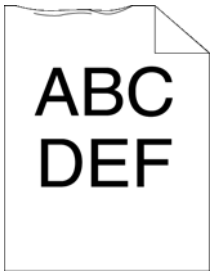
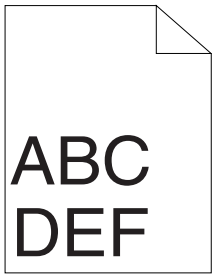
Damage on the Leading Edge of Paper



Problem	Action
The output is damaged on its leading edge.	When using the SSF, reverse the paper and then try again. If the problem persists, change the paper with another one and then try again. When using the standard 250-sheet tray or optional 250-sheet paper cassette unit, change the paper and then try again. If the problem persists, contact the Epson local representative office or an authorised dealer.
	Change the paper with another one and then try again. If the problem persists, use the standard 250-sheet tray or optional 250-sheet paper cassette unit in place of the SSF.
	Use the standard 250-sheet tray or optional 250-sheet paper cassette unit in place of the SSF. If the problem persists, contact the Epson local representative office or an authorised dealer.

The Top and Side Margins Are Incorrect



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Problem	Action
The top and side margins are incorrect.	Ensure that the margins are set correctly on the application being used. If the problem persists, contact the Epson local representative office or an authorised dealer.

Color Registration Is out of Alignment

Problem	Action
Color registration is out of alignment.	Execute auto color registration adjustment. 1. On the operator panel, press the (**Menu**) button and select `Admin Menu` — `Maintenance Mode` — `Adjust ColorRegi` — `Auto Adjust`, and then press the (OK) button. If the problem persists, check whether or not you have a spare drum cartridge.
	Check whether or not you have a spare drum cartridge. If you have a spare drum cartridge, replace the drum cartridge. If you do not have a spare drum cartridge, contact the Epson local representative office or an authorised dealer.
	Replace the drum cartridge if you have a spare cartridge. **See Also:** ❏ "Replacing the Drum Cartridge" on page 210 ❏ "Installing the Drum Cartridge" on page 212 If the problem persists, contact the Epson local representative office or an authorised dealer.

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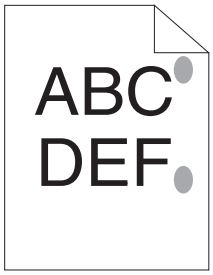
Protrudent/Bumpy Paper



Problem	Action
Printed surface got protrudent/bumpy.	Clean up the fuser unit. 1. Load one sheet of paper on the SSF, and then print a solid image all over paper. 2. Load the printed sheet with the side to be printed on facing down, and then print a blank sheet of paper. If the problem persists, contact the Epson local representative office or an authorised dealer.

Adjusting Color Registration

This section describes how to adjust the color registration when you first install the printer or after moving it to a new location.

Performing Auto Adjust

Auto Adjust allows you to correct the color registration automatically.

The Operator Panel

1. Press the (**Menu**) button.
2. Select `Admin Menu`, and then press the OK button.
3. Select `Maintenance Mode`, and then press the OK button.
4. Select `Adjust ColorRegi`, and then press the OK button.

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5. Select Auto Adjust, and then press the OK button.
6. Ensure that Are You Sure? appears, and then press the OK button.

   Auto adjust is performed.

Printing the Color Registration Chart

1. Press the (**Menu**) button.
2. Select Admin Menu, and then press the OK button.
3. Select Maintenance Mode, and then press the OK button.
4. Select Adjust ColorRegi, and then press the OK button.
5. Select ColorRegi Chart, and then press the OK button.
6. Ensure that Are You Sure? appears, and then press the OK button.

   The color registration chart is printed.

Determining Values

On the color registration chart, there are two types of charts: Chart 1 (fast scan) and Chart 2 (slow scan).

The Chart 1 is used to adjust the color registration for the fast scan direction, which is vertical to paper feed direction. The Chart 2 is used to adjust the color registration for the slow scan direction, which is horizontal to paper feed direction.

The following sections explain how to determine the adjustment values for the fast scan and the slow scan using Chart 1 and Chart 2.

Fast Scan

On the Chart 1 of the color registration chart, find the straightest lines where the two black lines and the colored line are most closely aligned for each color (**Y**, **M**, and **C**). If you find the straightest line, make a note of the value (**-9** to **+9**) indicated by the straightest line for each color.

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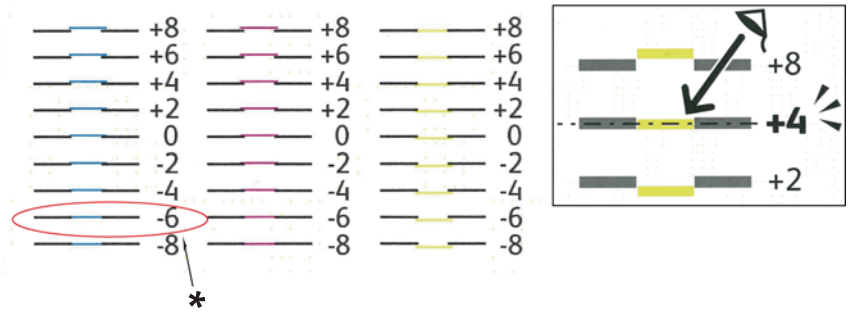
When the value is **0** for each color, you do not need to adjust the color registration for the fast scan.

When the value is not **0**, enter the value using the procedure in "Entering Values" on page 185.



* Straightest line

Slow Scan

On the Chart 2 of the color registration chart, find the medium line within the range of white area for each color pattern (**Y**, **M**, and **C**). If you find the medium line, make a note of the value (**-9** to **+9**) indicated by the medium line for each color.

When the value is **0** for each color, you do not need to adjust the color registration for the slow scan.

When the value is not **0**, enter the value using the procedure in "Entering Values" on page 185.

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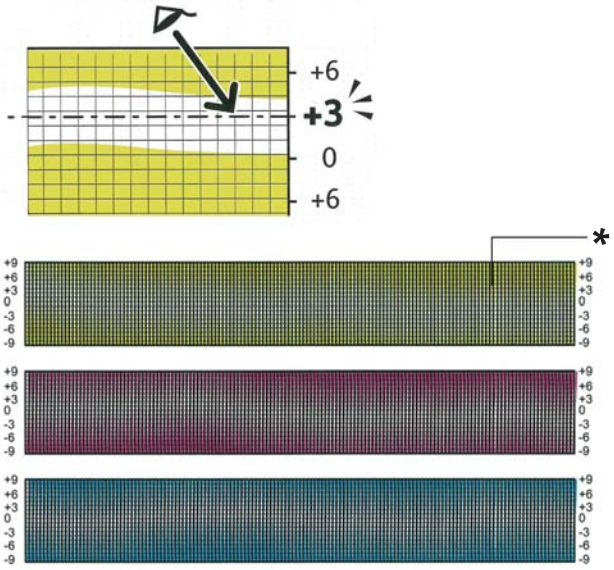
Entering Values



* Lattice pattern

Using the operator panel, enter the values found in the color registration chart to make adjustments.

1. Press the ≡ (**Menu**) button.
2. Select `Admin Menu`, and then press the OK button.
3. Select `Maintenance Mode`, and then press the OK button.
4. Select `Adjust ColorRegi`, and then press the OK button.
5. Select `Enter Number`, and then press the OK button.
6. Ensure that `Enter (LY, LM, LC)` appears.
7. Press the ▲ or ▼ button to specify the values for LY, LM, and LC.

   Note:
   To move the cursor to the next value, press the ▶ button.

8. Press the OK button.

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9. Ensure that Enter (RY, RM, RC) appears.

10. Press the ▲ or ▼ button to specify the values for RY, RM, and RC.

    Note:
    To move the cursor to the next value, press the ▶ button.

11. Press the OK button.

12. Ensure that Enter (PY, PM, PC) appears.

13. Press the ▲ or ▼ button to specify the values for PY, PM, and PC.

    Note:
    To move the cursor to the next value, press the ▶ button.

14. Press the OK button.

15. Select ColorResi Chart, and then press the OK button.

16. Ensure that Are You Sure? appears, and then press the OK button.

    The color registration chart is printed with the new values.

    If the straightest line is not at the value of 0, adjust the values again. Checking the charts before and after the adjustments will help you to determine the values to enter.

After printing the color registration chart, do not turn off the printer until the printer motor has stopped running.

Note:
If 0 is not next to the straightest lines, determine the values and adjust the printer again.

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Problems With Installed Optional Accessories

Problem	Action
The optional 250-sheet paper cassette unit does not work correctly.	Ensure that the optional 250-sheet paper cassette unit is correctly installed on the printer. Re-install the optional 250-sheet paper cassette unit. **See Also:** ❏ "Removing the Optional 250-Sheet Paper Cassette Unit" on page 232 ❏ "Installing the Optional 250-Sheet Paper Cassette Unit" on page 29 If the problem persists, contact customer support.
	Ensure that the print media is loaded correctly. **See Also:** "Loading Print Media in the Standard 250-Sheet Tray and the Optional 250-Sheet Paper Cassette Unit" on page 73 If the problem persists, contact customer support.
The additional memory module does not work correctly.	Ensure that the additional memory module is securely connected to the memory connector. If the problem persists, contact customer support.

Other Problems

Problem	Action
Condensation has occurred inside the printer.	This usually occurs within several hours after you heat the room in winter. This also occurs when the printer is operating in a location where relative humidity reaches 85% or more. Adjust the humidity or relocate the printer to an appropriate environment.
"092-310", "092-910", or "092-410" is displayed.	Clean the CTD sensor. **See Also:** "Cleaning the Color Toner Density (CTD) Sensor" on page 203

Understanding Printer Messages

The printer LCD panel displays messages describing the current state of the printer and indicates possible printer problems you must resolve. This section describes messages, their meanings, and how to clear the messages.

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Important:
When an error message is displayed, the print data remaining on the printer and the information accumulated in the memory of the printer are not secured.

Message	What You Can Do
Insert Fuser 010-317 Insert Fuser Restart Printer	Turn off the printer and wait for 40 minutes. Open the front cover and make sure that the fuser unit is fully installed.
Fuser Error Restart Printer Error 010-397 Restart Printer	Turn off the printer. Confirm that the fuser unit is correctly installed, and turn on the printer. Contact customer support if this failure is repeated.
Certificate Fail Contact Admin. Error 016-404 Restart Printer	Contact your system administrator.
Certificate Fail Contact Admin. Error 016-405 Restart Printer	

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Message	What You Can Do
Erase Flash Err Restart Printer Error 016-500 Restart Printer	Turn off the printer, and turn it on again. Contact customer support if this failure is repeated.
Write Flash Err Restart Printer Error 016-501 Restart Printer	
Verify Flash Err Restart Printer Error 016-502 Restart Printer	

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Message	What You Can Do
Certificate Fail Contact Admin. Error 016-520 Restart Printer	Contact your system administrator.
Certificate Fail Contact Admin. Error 016-521 Restart Printer	
Certificate Fail Contact Admin. Error 016-522 Restart Printer	
Certificate Fail Contact Admin. Error 016-523 Restart Printer	
Certificate Fail Contact Admin. Error 016-524 Restart Printer	
Certificate Fail Contact Admin. Error 016-527 Restart Printer	Contact your system administrator.

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Message	What You Can Do
Format Error Press Ok Button Error 016-737 Press Ok Button	Turn off the printer, and turn it on again. Contact customer support if this failure is repeated.
Protection Error Press Ok Button Error 016-741 Press Ok Button	
Check Sum Error Press Ok Button Error 016-744 Press Ok Button	
Job Ticket Error Press Ok Button Error 016-750 Press Ok Button	Press the OK button, or wait for 30 seconds for the printer to recover.
Wrong Password Press Ok Button Error 016-753 Press Ok Button	
Invalid User Press Ok Button Error 016-757 Press Ok Button	The account is not registered. Contact your system administrator.
Disabled Func Press Ok Button Error 016-758 Press Ok Button	The function cannot be used. Contact your system administrator.

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Message	What You Can Do
Limit Exceeded Press Ok Button Error 016-759 Press Ok Button	Printable page limit is exceeded. Contact your system administrator.
Invalid Job Press Ok Button Error 016-799 Press Ok Button	Press the OK button to clear the message and cancel the current print job. Confirm the configuration of the printer on the print driver.
USB Host Error Unsupported Error 016-930 Unsupported	The device is not supported. Remove it from the USB port.
USB Host Error Unsupported Error 016-931 Unsupported	The USB hub is not supported. Remove it from the USB port.
Load NNN XXX Load NNN YYY	Reload the specified paper on the standard 250-sheet tray or optional 250-sheet paper cassette unit.
Tray Missing Insert Tray N Error 024-xxx Insert Tray N	Insert the standard 250-sheet tray or optional 250-sheet paper cassette unit.
IPv6 Duplicate Change IPaddress	Change IP address to avoid duplication. Turn off the printer, and turn it on again.
IPv4 Duplicate Change IPaddress	

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Message	What You Can Do
Over Heat Please Wait... Error 042-700 Please Wait...	Wait for a while until the printer cools down.
Jam at Tray 1 Check Tray 1 Open Front Cover	Remove the standard 250-sheet tray and jammed paper. Open and close the front cover.
Press Ok Button to continue	Press the OK button.
Jam at Tray 2 Check Tray 2 Open Front Cover	Remove the optional 250-sheet paper cassette unit and jammed paper. Open and close the front cover.
Jam at Tray 2 Open Tray 2 Open Front Cover	Remove the standard 250-sheet tray or the optional 250-sheet paper cassette unit, and remove the jammed paper. Open and close the front cover.
250 Feeder Error Restart Printer Error 072-215 Restart Printer	Turn off the printer. Confirm that the optional 250-sheet paper cassette unit is correctly installed, and turn on the printer. Contact customer support if this failure is repeated.
Jam at Tray 1 or 2 Open Tray 1 or 2 Open Front Cover	Remove the standard 250-sheet tray or the optional 250-sheet paper cassette unit, and remove the jammed paper. Open and close the front cover.
Jam at Front Cover Open Front Cover and Remove Paper	Open the front cover and remove the jammed paper, and then open and close the front cover.

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Message	What You Can Do
Chk Manual Feed Remove Paper Open and close Front Cover	Pull the jammed paper out of the SSF. Open and close the front cover.
Remove paper from Manual Feed	Remove the paper from the SSF.
Reseat paper of Manual Feed	Pull the paper out of the SSF. Reload the paper in the SSF.
Duplexer Error Restart Printer Error 077-215 Restart Printer	Turn off the printer. Confirm that the optional duplex unit is correctly installed, and turn on the printer. Contact customer support if this failure is repeated.
Front Cover Open Close FrontCover	Close the front cover.
Side Door Open Close Side Door	Close the side cover.
Check Unit Drum Cartridge	Remove the ribbon from the drum cartridge. Contact customer support if this failure is repeated.
Drum CRUM Error Restart Printer Error 091-916 Restart Printer	Open the front cover. Remove the unsupported drum cartridge, and install a supported cartridge.
Waste Full Yellow Cartridge	Open the side cover. Remove the used yellow cartridge, and install a new cartridge.
Waste Full MagentaCartridge	Open the side cover. Remove the used magenta cartridge, and install a new cartridge.
Waste Full Cyan Cartridge	Open the side cover. Remove the used cyan cartridge, and install a new cartridge.

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Message	What You Can Do
Waste Full Black Cartridge	Open the side cover. Remove the used black cartridge, and install a new cartridge.
Insert Drum Cartridge	Open the front cover, and make sure that the drum cartridge is fully installed.
XXXXXXXXXXXXXXXX CTD Sensor	Clean the CTD sensor.
Check Unit CTD Sensor	
Low Density Yellow Cartridge	Remove and shake the yellow cartridge. Contact customer support if this failure is repeated.
Low Density MagentaCartridge	Remove and shake the magenta cartridge. Contact customer support if this failure is repeated.
Low Density Cyan Cartridge	Remove and shake the cyan cartridge. Contact customer support if this failure is repeated.
Low Density Black Cartridge	Remove and shake the black cartridge. Contact customer support if this failure is repeated.
Blk - CRUM Error Restart Printer Error 093-925 Restart Printer	Turn off the printer. Confirm the black cartridge is correctly installed, and turn on the printer. Contact customer support if this failure is repeated.
Invalid Black	Open the side cover. Remove the unsupported black cartridge, and install a supported cartridge.
Y - CRUM Error Restart Printer Error 093-950 Restart Printer	Turn off the printer. Confirm the yellow cartridge is correctly installed, and turn on the printer. Contact customer support if this failure is repeated.

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Message	What You Can Do
M - CRUM Error Restart Printer Error 093-951 Restart Printer	Turn off the printer. Confirm the magenta cartridge is correctly installed, and turn on the printer. Contact customer support if this failure is repeated.
C - CRUM Error Restart Printer Error 093-952 Restart Printer	Turn off the printer. Confirm the cyan cartridge is correctly installed, and turn on the printer. Contact customer support if this failure is repeated.
Invalid Yellow	Open the side cover. Remove the unsupported yellow cartridge, and install a supported cartridge.
Invalid Magenta	Open the side cover. Remove the unsupported magenta cartridge, and install a supported cartridge.
Invalid Cyan	Open the side cover. Remove the unsupported cyan cartridge, and install a supported cartridge.
Insert Yellow Cartridge	Open the side cover, and make sure that the yellow cartridge is fully installed.
Insert MagentaCartridge	Open the side cover, and make sure that the magenta cartridge is fully installed.
Insert Cyan Cartridge	Open the side cover, and make sure that the cyan cartridge is fully installed.
Insert Black Cartridge	Open the side cover, and make sure that the black cartridge is fully installed.
RAM Error Restart Printer Error 116-316 Restart Printer	Turn off the printer. Remove the 512 MB additional memory module from the slot, and then reattach it firmly. Turn on the printer. Contact customer support if this failure is repeated.
Controller Error Restart Printer Error 116-317 Restart Printer	Turn off the printer, and turn it on again. Contact customer support if this failure is repeated.

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Message	What You Can Do
RAM Error Restart Printer Error 116-320 Restart Printer	Remove the unsupported additional memory module. Contact customer support if this failure is repeated.

Contacting Service

When you call for printer service, be prepared to describe the problem you are experiencing or the error message on the LCD panel.

You need to know the model type and serial number of your printer. See the label located inside the side cover of your printer.

Getting Help

Epson provides several automatic diagnostic tools to help you produce and maintain print quality.

LCD Panel Messages

The LCD panel provides you with information and troubleshooting help. When an error or warning condition occurs, the LCD panel displays a message informing you of the problem.

See Also:
"Understanding Printer Messages" on page 187

Status Monitor Alerts

The Status Monitor is a tool that is included on the **Software Disc**. It automatically checks the printer status when you send a print job. If the printer is unable to print your job, the Status Monitor automatically displays an alert on your computer screen to let you know that the printer needs attention.

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Non-Genuine Mode

When toner within a toner cartridge is end of its service life, the `Replace XXXX Print Cartridge` (XXXX: Yellow, Magenta, Cyan, or Black) message appears.

When you want to use the printer in Non-Genuine mode, program the mode and replace the toner cartridge.

Important:
If you use the printer in the Non-Genuine mode, the performance of the printer may not be at its optimum. And any problems that may arise from the use of the Non-Genuine mode are not covered by our quality guarantee. The continuous use of the Non-Genuine mode can also cause the printer to break down, and any repair charges for such break down will be incurred by users.

Note:
Before starting the operation described below, confirm that `Ready` *is displayed on the LCD panel.*

1. Press the (**Menu**) button.
2. Select `Admin Menu`, and then press the OK button.
3. Select `Maintenance Mode`, and then press the OK button.
4. Select `Non-Genuine`, and then press the OK button.
5. Select `Toner`, and then press the OK button.
6. Select `On`, and then press the OK button.
7. Press the ◀ button twice.

   The printer switches to the Non-Genuine mode.

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Chapter 8

Maintenance

Cleaning the Printer

This section describes how to clean the printer in order to maintain it in good condition and print clean printouts all the time.

Warning:
When cleaning this product, use the designated cleaning materials exclusive to it. Other cleaning materials may result in poor performance of the product. Never use aerosol cleaners, or it may catch fire and cause explosion.

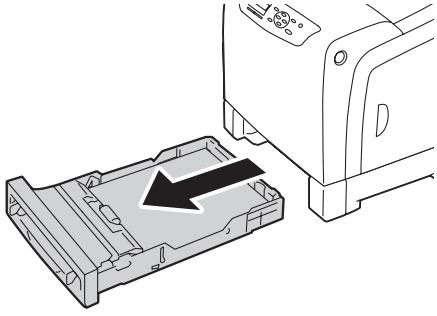
Caution:
When cleaning this product, always switch off and unplug it. Access to a live machine interior may cause electric shock.

Cleaning Inside the Printer

Clean the feed roll inside the printer if print media does not feed correctly.

1. Turn off the printer and disconnect the power cord.

2. Pull the standard 250-sheet tray out of the printer about 200 mm. Hold the standard 250-sheet tray with both hands, and remove it from the printer.



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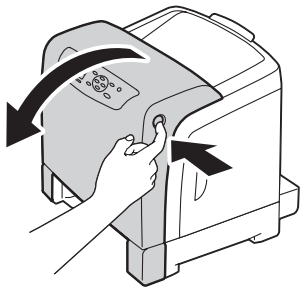
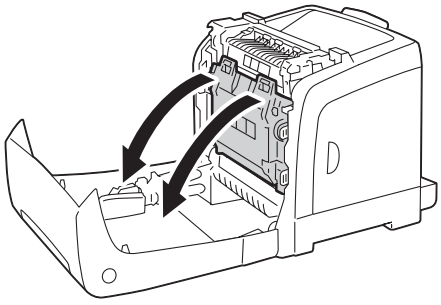
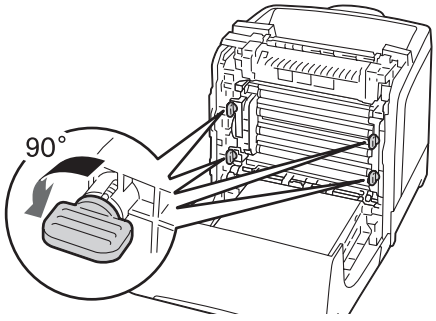
3. Push the side button to open the front cover.



4. Open the belt unit.



5. Turn the four drum cartridge lock levers 90-degrees counterclockwise.



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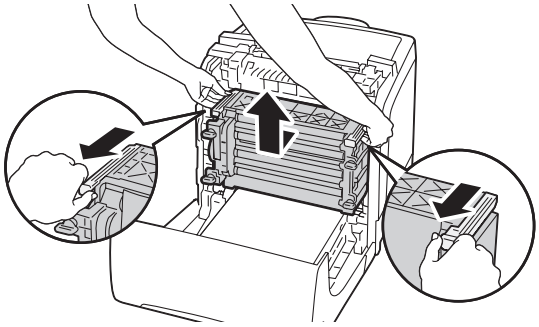
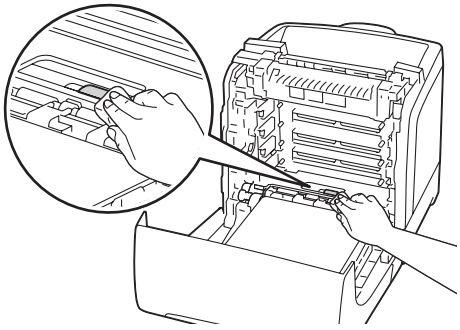
6. Hold the drum cartridge levers, and then pull out the drum cartridge.

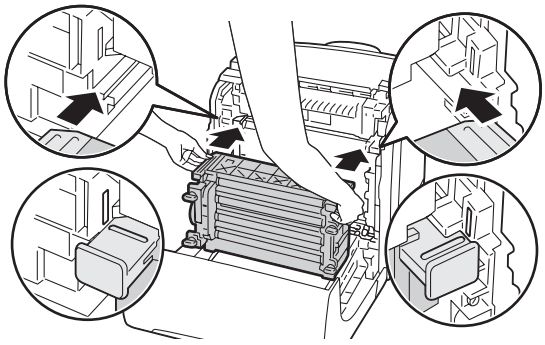


Note:
Keep the drum cartridge in a dark place. If the front cover remains open for more than 5 minutes, print quality may deteriorate.

7. Clean the feed roll inside the printer with a dry cloth.



8. Insert the drum cartridge until the line on the handle aligns with the white line on the printer.



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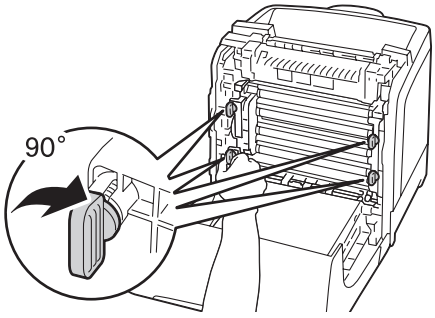
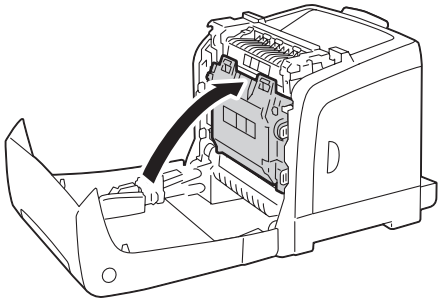
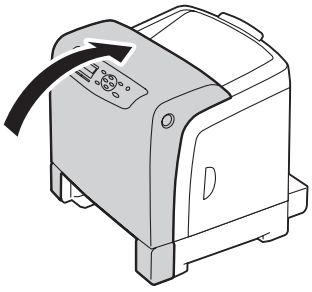
9. Turn the four drum cartridge lock levers 90-degrees clockwise to lock the drum cartridge.



10. Close the belt unit, and push at the top of the unit until it clicks.



11. Close the front cover.



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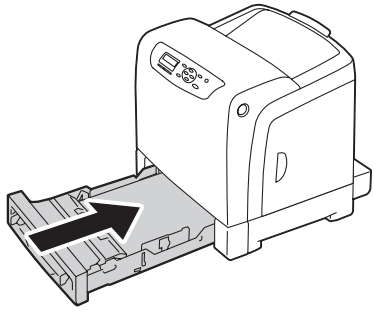
12. Insert the standard 250-sheet tray into the printer, and push until it stops.



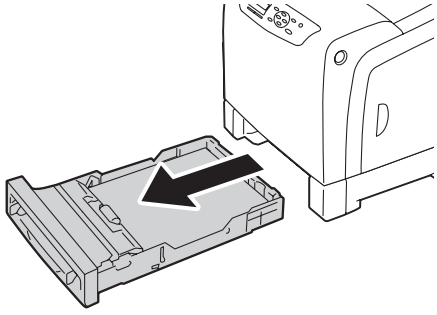
Important:
Do not use excessive force on the tray. Doing so could damage the tray or the inside of the printer.

Cleaning the Color Toner Density (CTD) Sensor

Clean the Color Toner Density (CTD) sensor only when an alert for the CTD sensor is shown on the Printer Status window or operator panel.

1. Turn off the printer and disconnect the power cord.

2. Pull the standard 250-sheet tray out of the printer about 200 mm. Hold the standard 250-sheet tray with both hands, and remove it from the printer.



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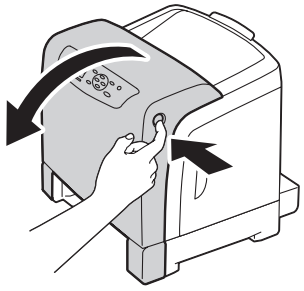
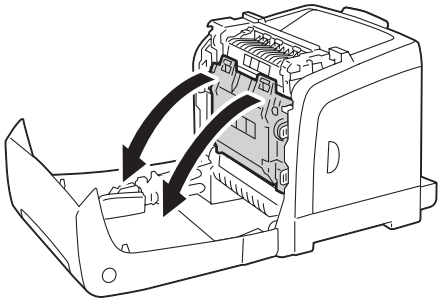
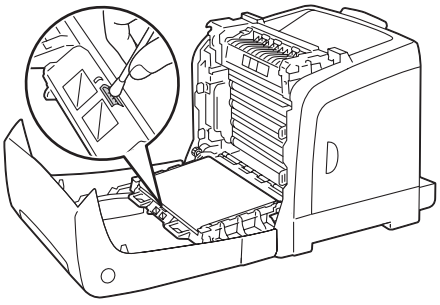
3. Push the side button to open the front cover.



4. Open the belt unit.



5. Clean the CTD sensor inside the printer with a clean dry cotton swab.



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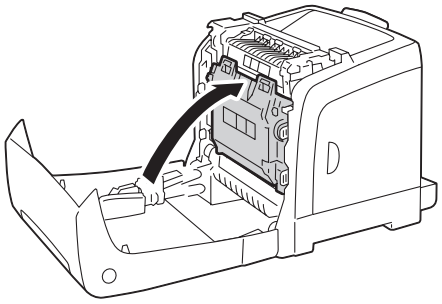
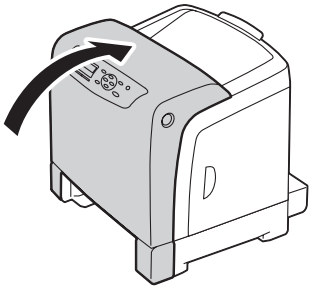
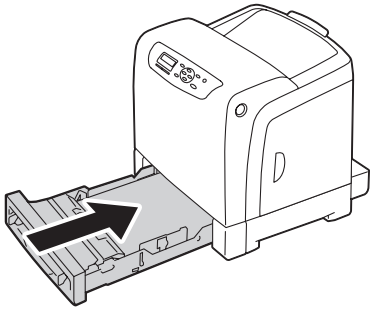
6. Close the belt unit, and push at the top of the unit until it clicks.



7. Close the front cover.



8. Insert the standard 250-sheet tray into the printer, and push until it stops.



Important:
Do not use excessive force on the tray. Doing so could damage the tray or the inside of the printer.

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Replacing Toner Cartridges

Epson toner cartridges are available only through Epson.

It is recommended that you use Epson toner cartridges for your printer. Epson does not provide warranty coverage for problems caused by using accessories, parts, or components not supplied by Epson.

Warning:

- ❏ *Use a broom or a wet cloth to wipe off spilled toner. Never use a vacuum cleaner for the spills. It may catch fire by electric sparks inside the vacuum cleaner and cause explosion. If you spill a large volume of toner, contact your local Epson representative.*
- ❏ *Never throw a toner cartridge into an open flame. Remaining toner in the cartridge may catch fire and cause burn injuries or explosion.*
  If you have a used toner cartridge no longer needed, contact your local Epson representative for its disposal.

Caution:

- ❏ *Keep toner cartridges out of the reach of children. If a child accidentally swallows toner, spit it out, rinse mouth with water, drink water and consult a physician immediately.*
- ❏ *When replacing toner cartridges, be careful not to spill the toner. In case of any toner spills, avoid contact with clothes, skin, eyes and mouth as well as inhalation.*
- ❏ *If toner spills onto your skin or clothing, wash it off with soap and water.*
  If you get toner particles in your eyes, wash it out with plenty of water for at least 15 minutes until irritation is gone. Consult a physician if necessary.
  If you inhale toner particles, move to a fresh air location and rinse your mouth with water.
  If you swallow toner, spit it out, rinse your mouth with water, drink plenty of water and consult a physician immediately.

Important:

- ❏ *Do not shake the used toner cartridge to avoid spilling of the toner.*
- ❏ *Replace the toner cartridge with the printer turned on. If you turn off the printer, print data remaining in the printer, and information stored on the printer's memory are erased.*

Overview

The printer has toner cartridges of four colors: black (K), yellow (Y), magenta (M), and cyan (C).

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When a toner cartridge reaches its usable life-span, the following messages appear on the LCD panel.

Message	Action
Replace XXXX Toner Cartridge Soon	The toner cartridge has become end of its service life. Replace the old toner cartridge with a new one.

Important:

- ❏ *When placing a used toner cartridge on the floor or on a table, place a few sheets of paper under the toner cartridge to catch any toner that may spill.*
- ❏ *Do not reuse old toner cartridges once you remove them from the printer. Doing so can impair print quality.*
- ❏ *Do not shake or pound the used toner cartridges. The remaining toner may spill.*
- ❏ *We recommend you to use up the toner cartridges within one year after removing them from the packaging.*

Removing the Toner Cartridges

1. Open the side cover.

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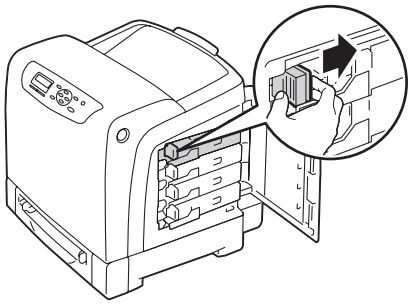
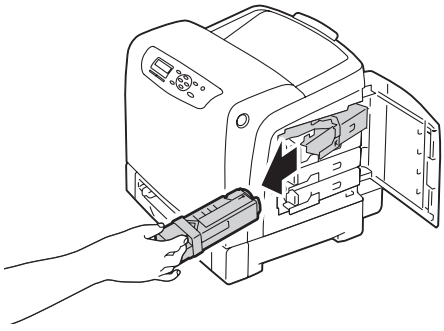
2. Push the latch(es) backwards to pop open the toner cartridge(s) that you want to replace.



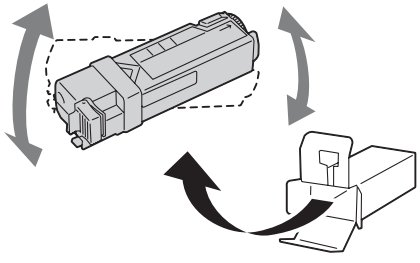
3. Pull the cartridge holder until it clicks, and then pull out the toner cartridge.

Important:
Always pull the toner cartridge out slowly so you do not spill any toner.



Installing a Toner Cartridge

1. Unpack a new toner cartridge of the desired color and shake it five to six times to distribute the toner evenly.



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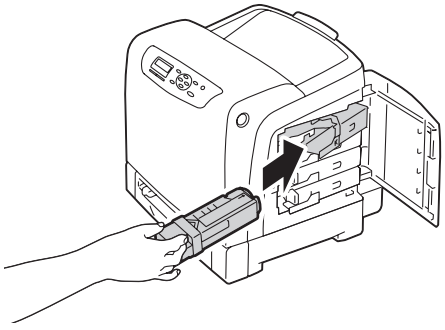
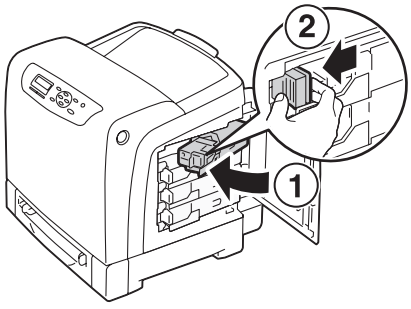
Note:

❏ *Ensure that the color of the new toner cartridge matches that on the handle before replacing it.*

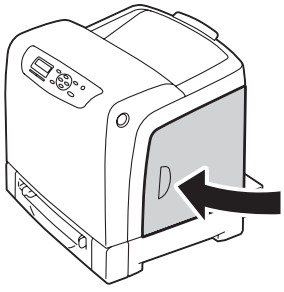
❏ *Handle the toner cartridge carefully to avoid spilling of the toner.*

2. Insert the toner cartridge into the associated cartridge holder, and then slide the latch of the toner cartridge.





3. Close the side cover.



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Replacing the Drum Cartridge

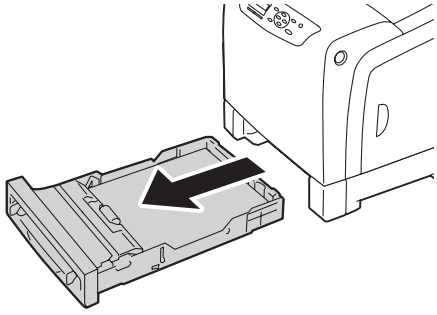
This section describes how to replace the drum cartridge.

Important:

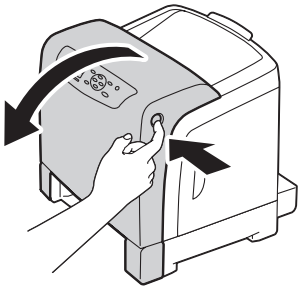
- ❏ *Protect the drums of the drum cartridge against bright light. If the front cover remains open for more than 5 minutes, print quality may deteriorate.*
- ❏ *Ensure nothing touches or scratches the surface (black-colored film) of the belt unit. Scratches, dirt, or oil from your hands on the film of the belt unit may reduce print quality.*
- ❏ *Replace the drum cartridge with the printer turned on. If you turn off the printer, print data remaining in the printer, and information stored on the printer's memory are erased.*

Removing the Drum Cartridge

1. Pull the standard 250-sheet tray out of the printer about 200 mm. Hold the standard 250-sheet tray with both hands, and remove it from the printer.



2. Push the side button to open the front cover.



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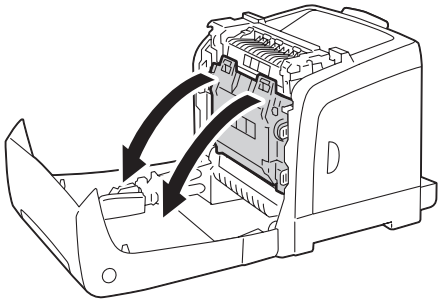
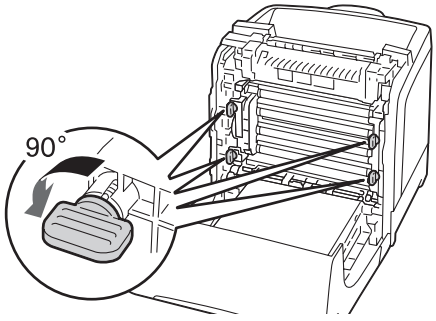
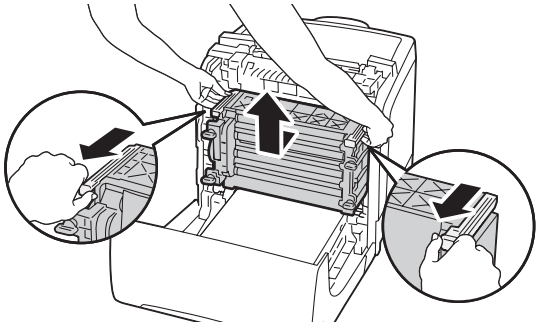
3. Open the belt unit.



4. Turn the four drum cartridge lock levers 90-degrees counterclockwise.



5. Hold the drum cartridge levers, and then pull out the drum cartridge.



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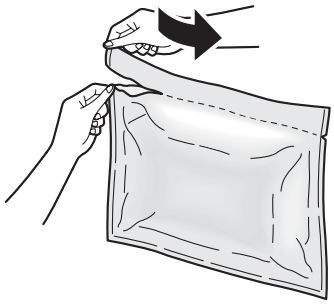
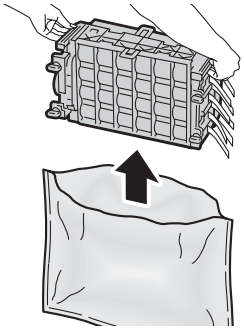
Installing the Drum Cartridge

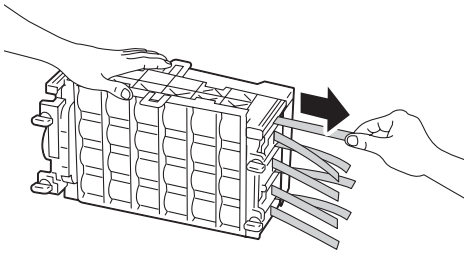
1. Open the drum cartridge packaging.



2. Take out the drum cartridge from the packaging.



3. Completely pull out the eight yellow ribbons from the drum cartridge.



4. Remove the rear protective cover from the drum cartridge.

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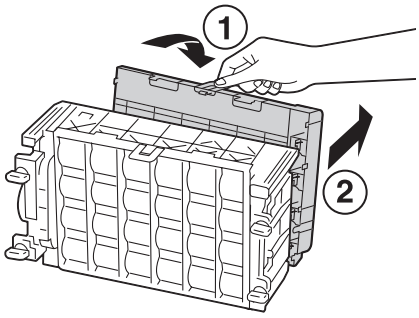
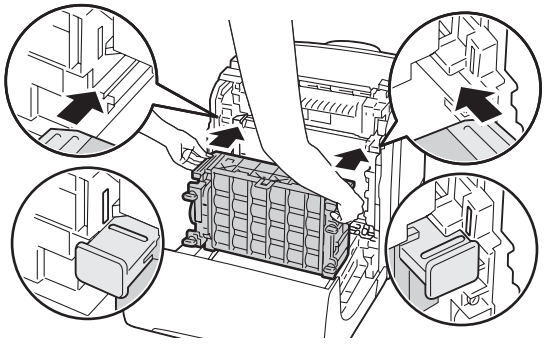
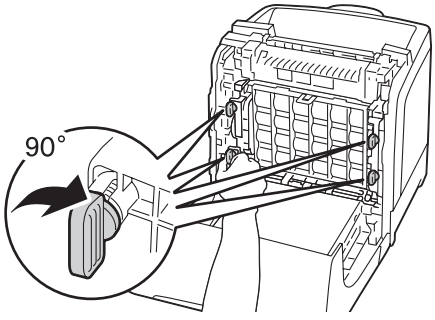
Note:
Do not remove the front protective cover at this moment.



5. Insert the drum cartridge until the line on the handle aligns with the white line on the printer.



6. Turn the four drum cartridge lock levers 90-degrees clockwise to lock the drum cartridge.



7. Remove the front protective cover from the drum cartridge.

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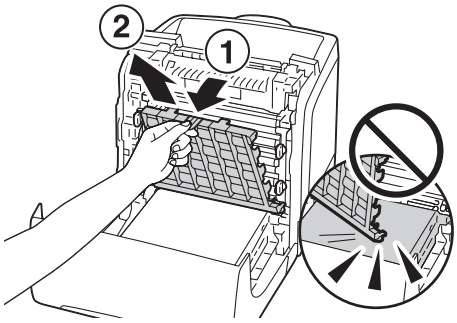
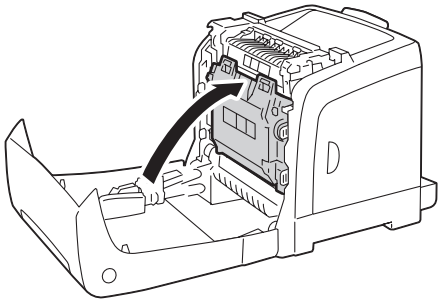
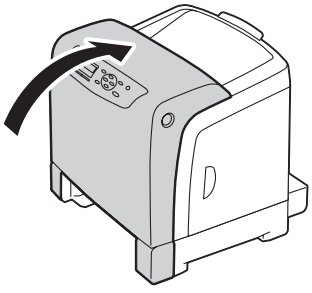
Important:
Ensure that you do not hit the belt unit when removing the front protective cover.



8. Close the belt unit, and push at the top of the unit until it clicks.



9. Close the front cover.



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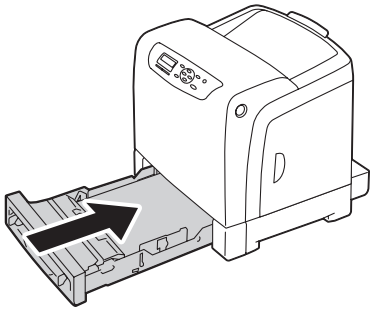
10. Insert the standard 250-sheet tray into the printer, and push until it stops.



Important:
Do not use excessive force on the tray. Doing so could damage the tray or the inside of the printer.

Replacing the Fuser Unit

This section describes how to replace the fuser unit.

Caution:
Before removing the fuser unit, turn off the printer and wait for 40 minutes until the fuser unit cools down.

Important:
- ❏ *To prevent electric shock, always turn off the printer and disconnect the power cord from the grounded outlet before performing maintenance.*
- ❏ *Avoid bright light and try to finish the replacement within 5 minutes.*

Removing the Fuser Unit

1. Turn off the printer and disconnect the power cord.

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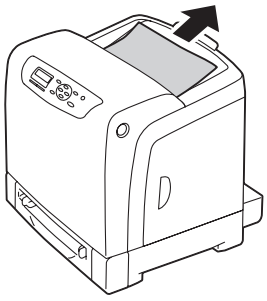
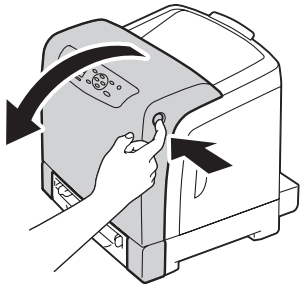
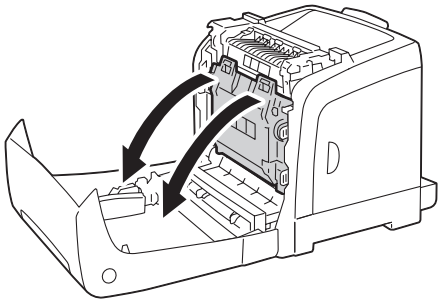
2. Remove any paper in the output tray.



3. Push the side button to open the front cover.



4. Open the belt unit.



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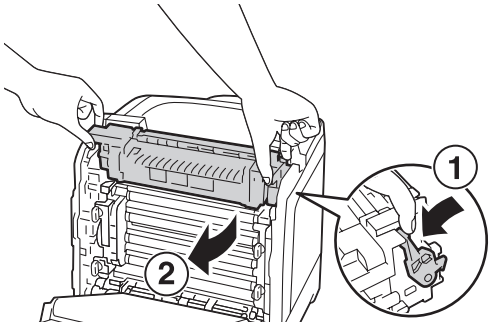
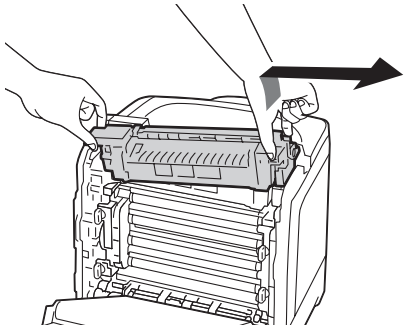
5. Pinch the gray lever on the right side of the fuser unit and lower the lever toward you.



6. Hold both sides of the fuser unit. Next, slightly raise the right side while holding down the left side, and slide out the fuser unit.



Installing the Fuser Unit

1. Insert the protrusions of the new fuser unit into the two slots of the printer.

Note:

❏ *Hold both sides of the fuser unit with your hands.*

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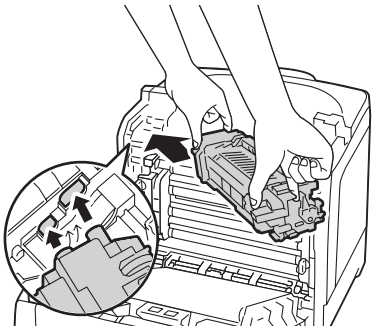
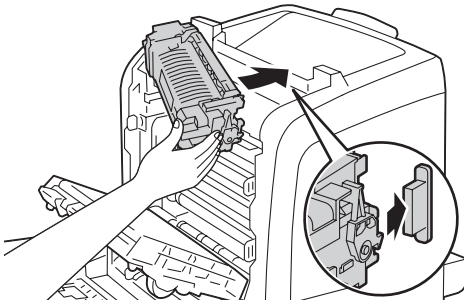
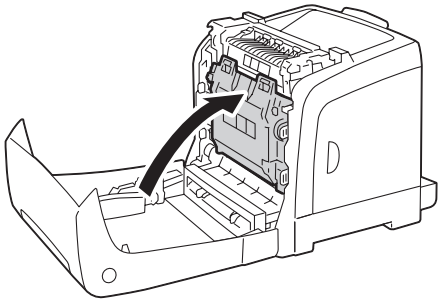
❏ *Make sure that the fuser unit is firmly set in the slots and cannot be moved easily.*



2. Push the fuser unit forward until the right groove of the snaps into place.



3. Close the belt unit, and push at the top of the unit until it clicks.



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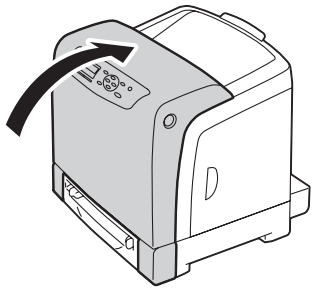
4. Close the front cover.



5. Reconnect the power cord to the power connector and turn on the printer.

Resetting the Counter of the Fuser Unit

After replacing the fuser unit, use the operator panel to reset the counter of the fuser unit.

1. Press the (**Menu**) button.
2. Select `Admin Menu`, and then press the OK button.
3. Select `Maintenance Mode`, and then press the OK button.
4. Select `Reset Fuser`, and then press the OK button.
5. Ensure that `Are You Sure?` appears, and then press the OK button.

Replacing the Feed Roll Unit

This section describes how to replace the feed roll unit in the standard 250-sheet tray. Regularly replacing the feed roll helps ensure the best quality output.

Epson feed rolls are available only through Epson.

It is recommended that you use Epson feed rolls for your printer. Epson does not provide warranty coverage for problems caused by using accessories, parts, or components not supplied by Epson.

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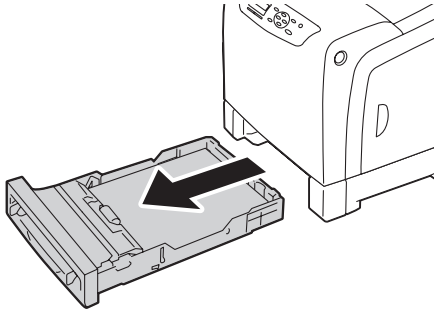
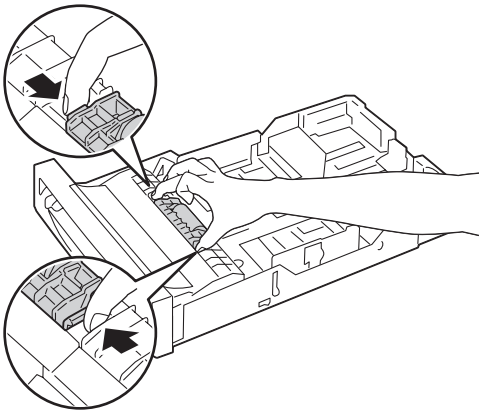
Removing the Feed Roll Unit in the Standard 250-Sheet Tray

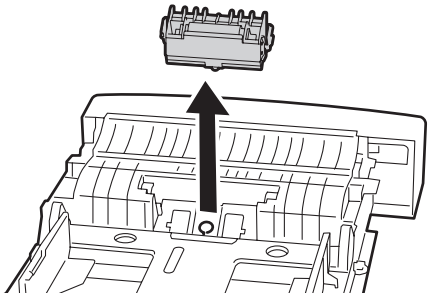
1. Pull the standard 250-sheet tray out of the printer about 200 mm. Hold the standard 250-sheet tray with both hands, and remove it from the printer.



Note:
Ensure that you remove all the paper from the standard 250-sheet tray before removing the feed roll unit.

2. Holding the feed roll tabs with your fingers, pull the feed roll unit out of the groove in the axle.





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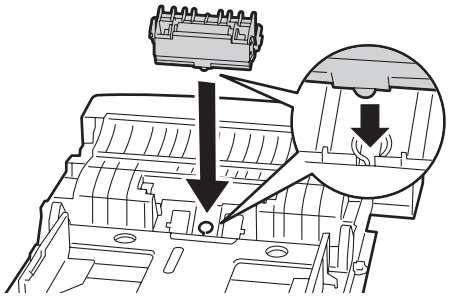
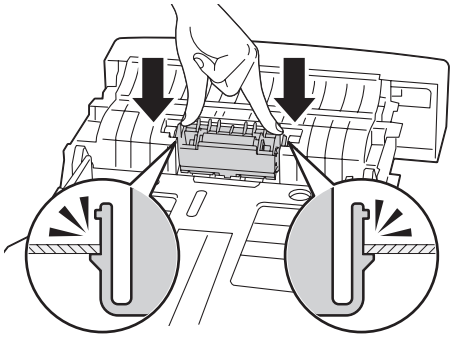
Installing the Feed Roll Unit in the Standard 250-Sheet Tray

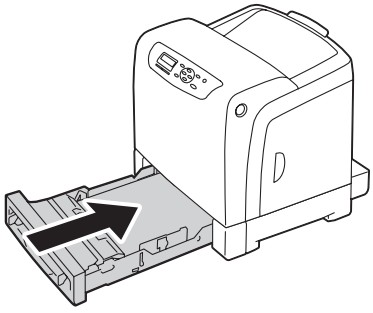
1. Align the new feed roll unit with the groove on the axle.



2. Insert the feed roll unit into the axle until it snaps. The protrusions fit completely into the slots and the roller hook reseats into the groove on the axle.



3. Load paper in the standard 250-sheet tray, and then insert the standard 250-sheet tray into the printer and push until it stops.



Important:
Do not use excessive force on the tray. Doing so could damage the tray or the inside of the printer.

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Ordering Supplies

Certain consumables and routine maintenance items need to be ordered occasionally. Each supply includes installation instructions on the box.

Consumables

Important:
Use of consumables/periodical replacement parts not recommended by Epson can impair machine quality and performance. Use only consumables/periodical replacement parts recommended by Epson.

Product Name	Product Code
TONER CARTRIDGE(YELLOW)	0627
TONER CARTRIDGE(MAGENTA)	0628
TONER CARTRIDGE(CYAN)	0629
TONER CARTRIDGE(BLACK)	0630
DOUBLE TONER CARTRIDGE PACK(BLACK)	0631
DRUM CARTRIDGE	1211
FUSER UNIT(220-240V)	3043
FUSER UNIT(110-120V)	3044

Note:
- ❏ *Each toner cartridge includes installation instructions on the box.*
- ❏ *A feed roll unit is included with the fuser unit.*

When to Order Supplies

The LCD panel displays a warning when the supply nears its replacement time. Verify that you have replacements on hand. It is important to order these supplies when the messages first appear to avoid interruptions to your printing. The LCD panel displays an error message when the supply must be replaced.

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Important:
This printer is designed to provide the most stable performance and print quality when used with the consumables recommended by Epson. Not using consumables recommended for this machine degrades the performance and printing quality of the printer. You could also incur charges if the machine breaks down. To receive customer support and achieve the optimum performance of the printer, be sure to use consumables recommended by Epson.

Storing Print Media

To avoid potential paper feeding problems and uneven print quality, there are several things you can do:

- ❏ To achieve the best possible print quality, store print media in an environment where the temperature is approximately 70 ˚F/21 ˚C and the relative humidity is 40%.
- ❏ Store cartons of print media on a pallet or shelf, rather than directly on the floor.
- ❏ If you store individual packages of print media out of the original carton, ensure that they rest on a flat surface so the edges do not buckle or curl.
- ❏ Do not place anything on top of the print media packages.

Storing Consumables

Store consumables in their original packaging until you need to use them. Do not store consumables in:

- ❏ Temperatures greater than 104 ˚F/40 ˚C.
- ❏ An environment with extreme changes in humidity or temperature.
- ❏ Direct sunlight.
- ❏ Dusty places.
- ❏ A car for a long period of time.
- ❏ An environment where corrosive gases are present.
- ❏ A humid environment.

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Managing the Printer

Checking or Managing the Printer with EpsonNet Config

When the printer is installed in a TCP/IP environment, you can use EpsonNet Config to check the printer status, the remaining volume of consumables, and the paper loaded in this printer. You can also use EpsonNet Config to configure printer settings.

Note:
When using the printer as a local printer, you cannot use EpsonNet Config. For details about checking the status of a local printer, refer to "Checking Printer Status with Status Monitor (Windows Only)" on page 224.

Starting EpsonNet Config

Use the following procedure to start EpsonNet Config.

1. Launch your web browser.
2. Enter the IP address in the browser's **Address** field, and then press the **Enter** key.

   The EpsonNet Config screen appears.

Using Online Help

For details about each item, refer to the Help on the Software Disc.

Checking Printer Status with Status Monitor (Windows Only)

Status Monitor is a tool that is installed with your Epson print driver. It automatically checks the printer status when you send a print job. Status Monitor can check the paper size loaded into the tray, the status of the output tray, and the remaining amount of consumables, such as toner cartridges.

Starting Status Monitor

Double-click the Status Monitor icon on the taskbar or right-click the icon and select **Select Printer**.

If the Status Monitor icon is not displayed on the taskbar, open Status Monitor from the **Start** menu:

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The following procedure uses Microsoft® Windows® XP as an example.

1. Click **start** — **All Programs** — **EPSON** — **Status Monitor** — **Activate Status Monitor**.

   The **Select Printer** window appears.

2. Click the name of the desired printer from the list.

3. The Printer Status window appears.

For details about the functions of Status Monitor, refer to the online Help.

Conserving Supplies

You can change several settings in your print driver to conserve toner cartridge and paper.

The following descriptions use the PCL 6 driver as an example.

Supply	Setting	Function
Toner cartridge	**Draft Mode** in the **Advanced Settings** tab	This check box allows the users to select a print mode that uses less toner. The image quality will be lower when this feature is used.
Print media	**Multiple-Up** in the **Layout** tab	The printer prints two or more pages on one side of a sheet. Values for **Multiple-Up** are 2 Pages Up, 4 Pages Up, 8 Pages Up, 16 Pages Up, 32 Pages Up. Combined with the duplex setting, **Multiple-Up** allows you to print up to 64 pages on one sheet of paper (32 images on the front and 32 on the back).

Checking Page Counts

The total number of printed pages can be checked at the operator panel. Three meters are available: `Total Impression`, `Color Impression`, and `Black Impression`.

The `Billing Meters` counts the number of pages printed properly. Single side color print (including N-up) is counted as one job, and 2-sided print (including N-up) is counted as two. During 2-sided printing, if an error occurs after one side is printed properly, it is counted as one.

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When printing color data, which has been converted by using ICC profile on an application, with the Color (Auto) setting, the data is printed by color even if it seems to be black and white data on the monitor. In that case, `Total Impression` is increased.

When doing 2-sided printing, a blank page may be inserted automatically depending on the settings of the application. In this case, the blank page is counted as one page.

For information about the individual meter, see "Billing Meters" on page 105.

Use the following procedure to check a meter:

1. Press the (**Menu**) button.
2. Select `Billing Meters`, and then press the OK button.
3. Select the desired meter to check the number of pages.

Moving the Printer

This section describes how to move the printer.

Important:

- ❏ *Two people are required to move the printer.*
- ❏ *To prevent you from dropping the printer and getting backache or injuries, lift the printer by firmly gripping the recessed areas on both sides of the printer. Never lift the printer by gripping any other areas.*

Note:

If the optional 250-sheet paper cassette unit has been installed, uninstall the optional 250-sheet paper cassette unit before moving the printer. If the optional 250-sheet paper cassette unit is not fixed securely to the printer, it may fall to the ground and cause injuries. For details on how to uninstall the optional 250-sheet paper cassette unit, see "Removing the Optional 250-Sheet Paper Cassette Unit" on page 232.

1. Turn off the printer and disconnect the power cord, interface cable, and any other cables.

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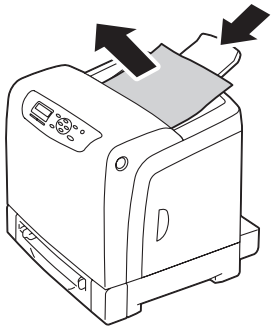
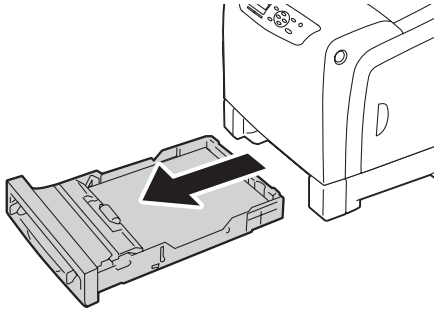
2. Remove any paper in the output tray and slide the output tray extension inside the printer.

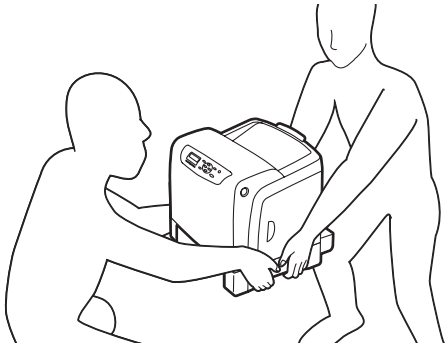


3. Pull the standard 250-sheet tray out of the printer about 200 mm. Hold the standard 250-sheet tray with both hands, and remove it from the printer.



4. Lift the printer and move it gently.

Note:
If you move the printer over a long distance, remove the toner cartridges from the printer to prevent toner from spilling, and pack the printer inside a box.



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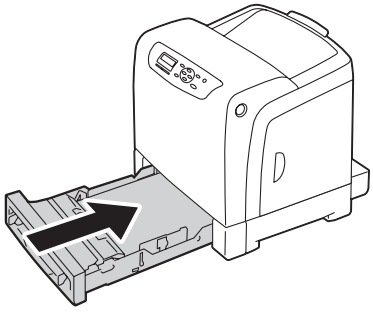
5. Insert the standard 250-sheet tray into the printer, and push until it stops.



Important:
Do not use excessive force on the tray. Doing so could damage the tray or the inside of the printer.

6. Adjust the color registration before using your printer.

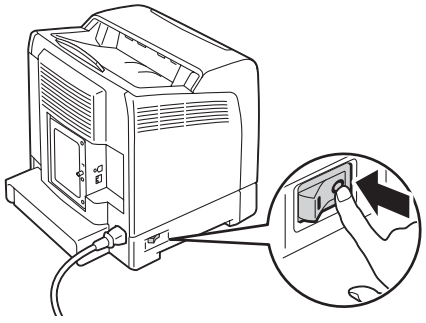
See Also:
"Adjusting Color Registration" on page 182

Removing Options

If the printer location needs to be changed or the printer and print media handling options need to be shipped to a new location, all print media handling options must be removed from the printer. For shipping, pack the printer and print media handling options securely to avoid damage.

Removing the Additional Memory Module

1. Turn off the printer.



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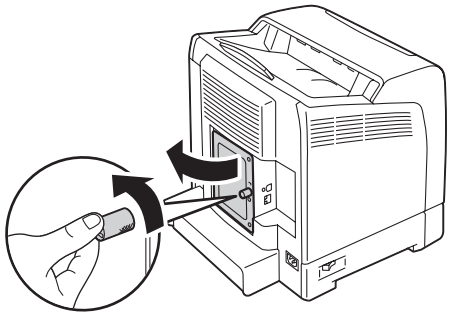
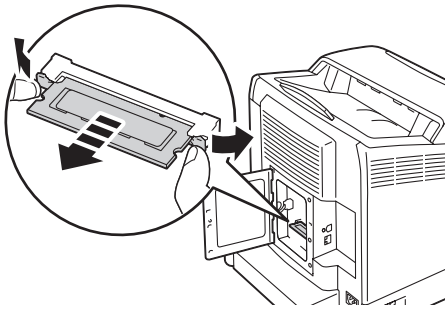
2. Turn the screw on the control board cover counterclockwise, and open the cover.

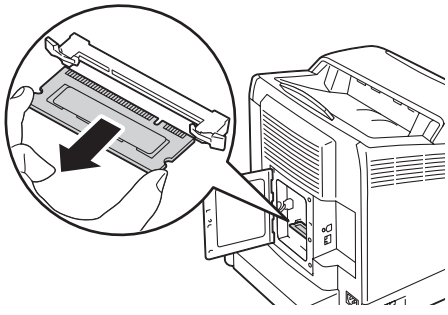
   Note:
   Loosen the screw. You do not need to remove the screw.



3. Push the clips on both sides of the slot outward.



4. Hold the memory module and pull it straight out.



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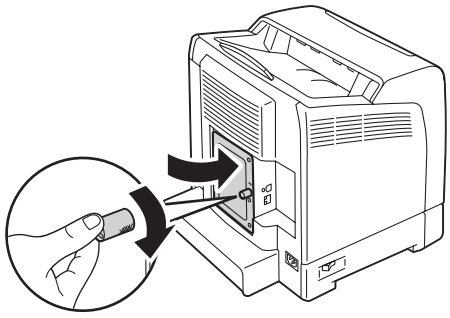
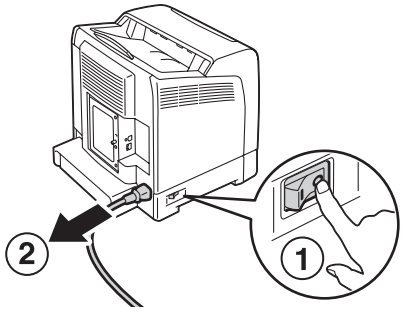
5. Close the control board cover, and turn the screw clockwise.



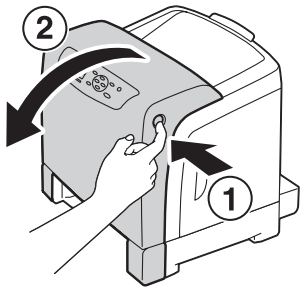
6. Turn on the printer.

Removing the Optional Duplex Unit

1. Turn off the printer and disconnect the power cord.



2. Push the side button to open the front cover.



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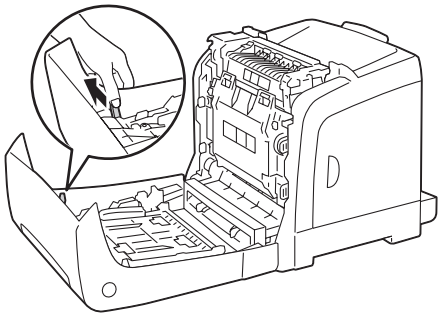
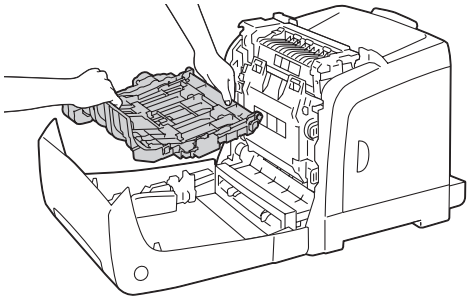
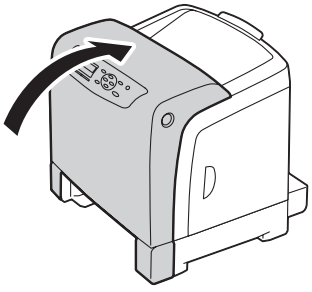
3. Lift the lever of the optional duplex unit.



4. Hold both sides of the optional duplex unit, and then pull out the optional duplex unit.



5. Close the front cover.



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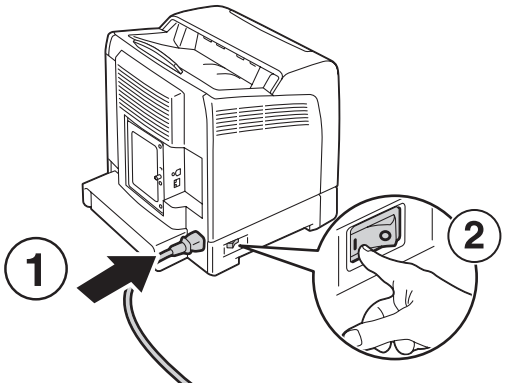
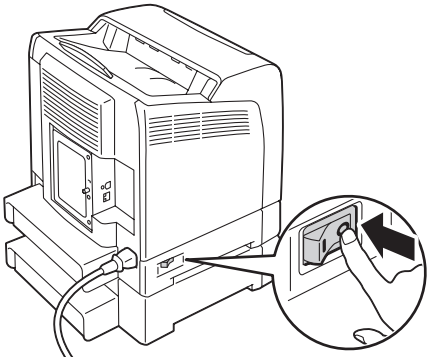
6. Reconnect the power cord to the power connector and turn on the printer.

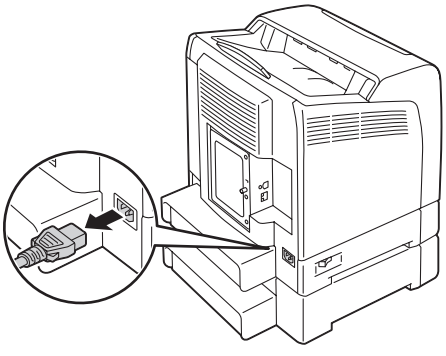


Removing the Optional 250-Sheet Paper Cassette Unit

1. Turn off the printer.



2. Disconnect the power cord from the power connector on the rear of the printer.



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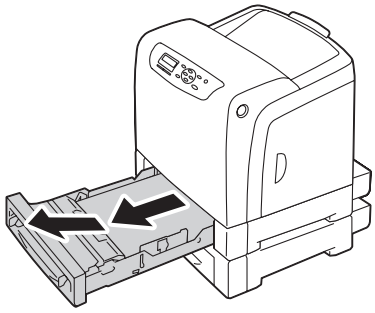
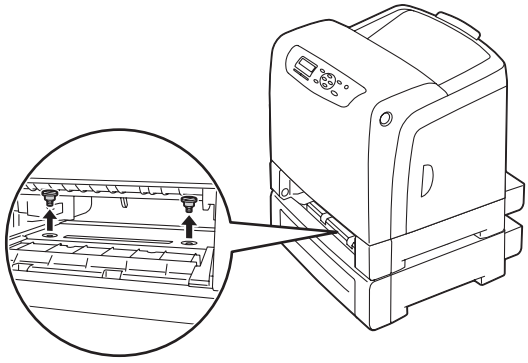
3. Pull the standard 250-sheet tray out of the printer about 200 mm. Hold the standard 250-sheet tray with both hands, and remove it from the printer.



4. Remove the two screws joining the printer and the optional 250-sheet paper cassette unit by unscrewing them with a coin or similar object.



5. Gently lift the printer off the optional 250-sheet paper cassette unit, and place it on a level surface.

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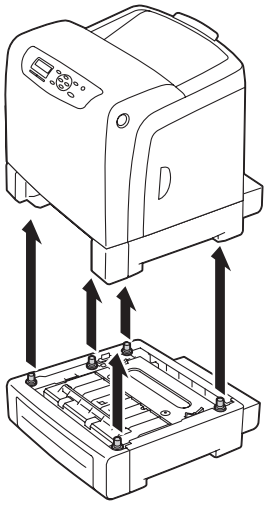
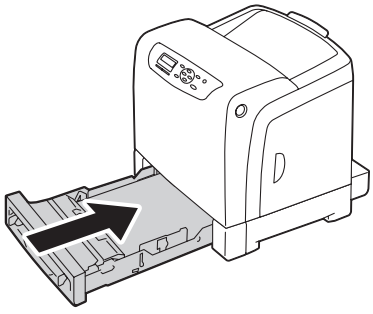
Caution:
Two people are required to lift the printer.



6. Insert the standard 250-sheet tray into the printer, and push until it stops.



7. Reconnect all cables into the rear of the printer and turn on the printer.

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Appendix A

Where To Get Help

Contacting Epson Support

Before Contacting Epson

If your Epson product is not operating properly and you cannot solve the problem using the troubleshooting information in your product documentation, contact Epson support services for assistance. If Epson support for your area is not listed below, contact the dealer where you purchased your product.

Epson support will be able to help you much more quickly if you give them the following information:

- ❏ Product serial number
  (The serial number label is usually on the back of the product.)
- ❏ Product model
- ❏ Product software version
  (Click About, Version Info, or similar button in the product software.)
- ❏ Brand and model of your computer
- ❏ Your computer operating system name and version
- ❏ Names and versions of the software applications you normally use with your product

Help for Users in Europe

Check your **Pan-European Warranty Document** for information on how to contact Epson support.

Help for Users in Taiwan

Contacts for information, support, and services are:

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World Wide Web (http://www.epson.com.tw)

Information on product specifications, drivers for download, and products enquiry are available.

Epson HelpDesk (Phone: +0800212873)

Our HelpDesk team can help you with the following over the phone:

- ❏ Sales enquiries and product information
- ❏ Product usage questions or problems
- ❏ Enquiries on repair service and warranty

Repair service center:

Telephone number	Fax number	Address
02-23416969	02-23417070	No.20, Beiping E. Rd., Zhongzheng Dist., Taipei City 100, Taiwan
02-27491234	02-27495955	1F., No.16, Sec. 5, Nanjing E. Rd., Songshan Dist., Taipei City 105, Taiwan
02-32340688	02-32345299	No.1, Ln. 359, Sec. 2, Zhongshan Rd., Zhonghe City, Taipei County 235, Taiwan
039-605007	039-600969	No.342-1, Guangrong Rd., Luodong Township, Yilan County 265, Taiwan
038-312966	038-312977	No.87, Guolian 2nd Rd., Hualien City, Hualien County 970, Taiwan
02-82273300	02-82278866	5F.-1, No.700, Zhongzheng Rd., Zhonghe City, Taipei County 235, Taiwan
03-2810606	03-2810707	No.413, Huannan Rd., Pingzhen City, Taoyuan County 324, Taiwan
03-5325077	03-5320092	1F., No.9, Ln. 379, Sec. 1, Jingguo Rd., North Dist., Hsinchu City 300, Taiwan
04-23291388	04-23291338	3F., No.510, Yingcai Rd., West Dist., Taichung City 403, Taiwan
04-23805000	04-23806000	No.530, Sec. 4, Henan Rd., Nantun Dist., Taichung City 408, Taiwan
05-2784222	05-2784555	No.463, Zhongxiao Rd., East Dist., Chiayi City 600, Taiwan

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Telephone number	Fax number	Address
06-2221666	06-2112555	No.141, Gongyuan N. Rd., North Dist., Tainan City 704, Taiwan
07-5520918	07-5540926	1F., No.337, Minghua Rd., Gushan Dist., Kaohsiung City 804, Taiwan
07-3222445	07-3218085	No.51, Shandong St., Sanmin Dist., Kaohsiung City 807, Taiwan
08-7344771	08-7344802	1F., No.113, Shengli Rd., Pingtung City, Pingtung County 900, Taiwan

Help for Users in Singapore

Sources of information, support, and services available from Epson Singapore are:

World Wide Web (http://www.epson.com.sg)

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), Sales Enquiries, and Technical Support via e-mail are available.

Epson HelpDesk (Phone: (65) 6586 3111)

Our HelpDesk team can help you with the following over the phone:

- ❏ Sales enquiries and product information
- ❏ Product usage questions or problems
- ❏ Enquiries on repair service and warranty

Help for Users in Thailand

Contacts for information, support, and services are:

World Wide Web (http://www.epson.co.th)

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), and e-mail are available.

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Epson Hotline (Phone: (66)2685-9899)

Our Hotline team can help you with the following over the phone:

- ❏ Sales enquiries and product information
- ❏ Product usage questions or problems
- ❏ Enquiries on repair service and warranty

Help for Users in Vietnam

Contacts for information, support, and services are:

Epson Hotline (Phone): 84-8-823-9239

Service Center: 80 Truong Dinh Street, District 1, Hochiminh City Vietnam

Help for Users in Indonesia

Contacts for information, support, and services are:

World Wide Web (http://www.epson.co.id)

- ❏ Information on product specifications, drivers for download
- ❏ Frequently Asked Questions (FAQ), Sales Enquiries, questions through e-mail

Epson Hotline

- ❏ Sales enquiries and product information
- ❏ Technical support

Phone (62) 21-572 4350

Fax (62) 21-572 4357

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Epson Service Center

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Yogyakarta	Hotel Natour Garuda Jl. Malioboro No. 60 Yogyakarta Phone: (62) 274-565478
Medan	Wisma HSBC 4th floor Jl. Diponegoro No. 11 Medan Phone/Fax: (62) 61-4516173
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Help for Users in Hong Kong

To obtain technical support as well as other after-sales services, users are welcome to contact Epson Hong Kong Limited.

Internet Home Page

Epson Hong Kong has established a local home page in both Chinese and English on the Internet to provide users with the following information:

- ❏ Product information
- ❏ Answers to Frequently Asked Questions (FAQs)
- ❏ Latest versions of Epson product drivers

Users can access our World Wide Web home page at:

http://www.epson.com.hk

Technical Support Hotline

You can also contact our technical staff at the following telephone and fax numbers:

Phone: (852) 2827-8911

Fax: (852) 2827-4383

Help for Users in Malaysia

Contacts for information, support, and services are:

World Wide Web (http://www.epson.com.my)

- ❏ Information on product specifications, drivers for download
- ❏ Frequently Asked Questions (FAQ), Sales Enquiries, questions through e-mail

Epson Trading (M) Sdn. Bhd.

Head Office.

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Phone: 603-56288288

Fax: 603-56288388/399

Epson Helpdesk

❏ Sales enquiries and product information (Infoline)

Phone: 603-56288222

❏ Enquiries on repair services & warranty, product usage and technical support (Techline)

Phone: 603-56288333

Help for Users in India

Contacts for information, support, and services are:

World Wide Web (http://www.epson.co.in)

Information on product specifications, drivers for download, and products enquiry are available.

Epson India Head Office - Bangalore

Phone: 080-30515000

Fax: 30515005

Epson India Regional Offices:

Location	Telephone number	Fax number
Mumbai	022-28261515 /16/17	022-28257287
Delhi	011-30615000	011-30615005
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Kolkata	033-22831589 / 90	033-22831591
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Cochin	0484-2357950	0484-2357950
Coimbatore	0422-2380002	NA
Pune	020-30286000 /30286001/30286002	020-30286000
Ahmedabad	079-26407176 / 77	079-26407347

Helpline

For Service, Product info or to order a cartridge - 18004250011 (9AM - 9PM) - This is a Toll-free number.

For Service (CDMA & Mobile Users) - 3900 1600 (9AM - 6PM) Prefix local STD code

Help for Users in the Philippines

To obtain technical support as well as other after sales services, users are welcome to contact the Epson Philippines Corporation at the telephone and fax numbers and e-mail address below:

Trunk Line:	(63-2) 706 2609
Fax:	(63-2) 706 2665
Helpdesk Direct Line:	(63-2) 706 2625
E-mail:	epchelpdesk@epc.epson.com.ph

World Wide Web (http://www.epson.com.ph)

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), and E-mail Enquiries are available.

Toll-Free No. 1800-1069-EPSON(37766)

Our Hotline team can help you with the following over the phone:

- ❏ Sales enquiries and product information
- ❏ Product usage questions or problems

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❏ Enquiries on repair service and warranty

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